



JOB DESCRIPTION
DISTRICT 7 HUMAN RESOURCES DEVELOPMENT COUNCIL

Job Description Title: ESG Case Manager	Department/Program: Emergency Solutions
Reports To (Title): Program Manager	FLSA Status: Non-Exempt
Supervisory Position: No	Position Status: Full-Time
Prepared By: Human Resources	Revision Date: October 2022

JOB SUMMARY

Under the supervision of the Program Manager and in accordance with the direction and mission of District 7 HRDC, the Case Manager is delegated the responsibility of assisting participants in the Emergency Solutions Grant Program to become self-sufficient through assessing their strengths and needs and by connecting them with resources to assist in removing barriers.

MISSION OF THE ORGANIZATION

Through its mission, HRDC-7 empowers people in need through the mobilization and development of community services creating opportunities for success in Big Horn, Carbon, Stillwater, Sweet Grass, and Yellowstone Counties. All HRDC-7 activities focus on 3 national goals:

- 1) Individuals and families with low incomes are stable and achieve economic security.
- 2) Communities where people with low incomes live are healthy and offered economic opportunities.
- 3) People with low incomes are engaged and active in building opportunities in communities.

ESSENTIAL DUTIES

The requirements listed, are representative of the knowledge, skills, and abilities necessary to perform the essential functions of the job. To perform this job successfully, an individual must be able to carry out each task satisfactorily and perform other duties as assigned.

- Gathers documentation from clients to determine program eligibility.
- Conduct client advocacy through weekly or bi-weekly intensive case management meetings.
- Explain complex state requirements to program participants, translate those requirements into steps and action plans and assist participants in overcoming barriers.
- Maintain individual case files with required, extensive and detailed documentation including applications, case notes and supportive services as required by federal, state and agency funding requirements.
- Effectively utilize state data system for all advocacy activities with participants including; completing assessments, making community resource referrals, developing goals and action plans.
- Help participants identify strengths and needs for interventions. Provide guidance to participants in needed areas and connect them to available resources.
- Help participants to access programs or resources needed to overcome barriers and assist participants to navigate resources and systems including accessing childcare, gaining transportation, getting into recovery programs, registering for training programs, applying for SSI, etc.
- Efficiently balance time developing relationships with participants/advocating for their needs and completing all data input and detailed file requirements.
- Implements agency work plans at the program level to ensure achievement of set goals.
- Must uphold the Results-Oriented Management and Accountability (ROMA) principles and practices at all times.
- Other duties as assigned.

Additional Knowledge, Skills and Abilities:

- Strong organizational, listening and communication skills, including both verbal and written are required.
- Prefer knowledge of local housing market information and landlord expectations
- Effectively **communicates** on all platforms.
- Demonstrates **dependability** and **punctuality**.
- Adheres to a consistent work schedule.
- Demonstrates **professionalism** in the workplace.
 - Maintains professional boundaries with participants;
 - Must have the ability to work with low income and disadvantaged people by modeling an unbiased, non-judgmental attitude.
 - Demonstrates positive and appropriate interactions with coworkers and management.
 - Contributes to a harmonious and productive work environment.
 - Must be a team player to ensure overall program success.

- Nurtures, builds, and mentors employees to build a cohesive team.
- Brings creative suggestions and potential solutions to direct supervisor regarding work barriers and team efficiency

MINIMUM QUALIFICATIONS

Education and Experience:

Minimum qualifications are bachelor's degree in Human Services or related field and 1 (one) year direct experience in case management; or high school diploma or equivalent and a minimum of three (3) years direct case management experience; or equivalent combination of education and experience to fully meet the obligations of the position.

Licenses and/or Certifications:

Must possess a valid Montana Driver's License, proof of personal automobile insurance and must meet insurability requirements for agency automobile insurance policy.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally move up to 25 pounds; maintain a stationary position while using a computer; frequently communicate with co-workers and members of the community on the phone, in writing and in person; needs to move about inside the office to access file cabinets, office machinery, etc.

WORK ENVIRONMENT

The work environment is typical of that of an office setting. The employee must occasionally move up to 25 pounds; maintain a stationary position while using a computer. Tasks will involve extended periods of time at a keyboard or work station.