



JOB POSTING

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CASE MANAGER

Interfaith Community Services is in search of a highly-organized, flexible, multi-tasker with strong attention to detail to provide case management, immediate services, and referrals to clients at-risk of homelessness. No direct experience is necessary, just the desire to learn how to utilize existing resources to help those in need.

This position works with a number of grants that seek to prevent homelessness of our clients through strategic, targeted emergency financial assistance focused on rent, utility assistance and removing barriers to employment. Our programs seek to assist them to become self-sufficient especially in the areas of housing and employment. This position will manage cases out the Northwest Office on Ina Rd, but may also include appointments at the Central and Southside Offices.

All positions at ICS are expected to interact with participants, volunteers, and staff in a professional manner, reflecting ICS's Core Values Respect, Integrity, Compassion, Collaboration, and Innovation. Volunteers and donors are integral to successful mission-delivery of ICS services. Employees are expected to interact with all volunteers and donors in a manner consistent with ICS core values.

Duties and Responsibilities:

- Schedules and conducts in-person and phone interviews to determine eligibility for financial assistance
- Provides personalized case management to clients helping them identify barriers to financial stability and assists in determining client action steps with case planning
- Coordinates outside referrals to other community resources and follow-up on those referrals
- Coordinate with the ICS Workforce Development Coordinator regarding employment needs
- Processes checks needed for stabilizing housing situations or other emergency needs
- Verifies vendor TINs through the IRS e-services site.
- Maintains confidential client files and documentation of services rendered
- Responsible for entry of client info into the ICS Efforts to Outcomes Database, Pima County's Database, and the HUD Homeless Management Information System (HMIS)
- Conducts follow-up client assessments and evaluations and enters in appropriate database
- Prepares required reports
- Participates in meetings and trainings required by ICS or other funders

Minimum Knowledge and Skills Required by the Job:

ICS will train the right candidate, but we are looking for individuals that: are able to relate to and work with a wide range of community and government organizations; have strong communication skills, attention to detail and flexibility to contribute to a team environment; have good computer skills and experience with Microsoft Office applications. Ability to learn how to operate new database systems in coordination with other community agencies. Able to work independently to maintain required number of appointments and must possess exceptional organization and time management skills.

Must have reliable vehicle with proper state registration and insurance. Must also pass a background check and be able to qualify for a fingerprint clearance card. Bi-lingual (Spanish) skills are preferred.

Reports to: Social Services Manager

Supervises: None

Work Schedule: Full time, Monday through Friday, occasional evening/ weekend hours

FLSA exemption status: Exempt

Compensation: Depending on qualifications and experience. Benefits provided include group health insurance, Simple IRA, generous Paid Time Off, and paid holidays.

Send resume, salary requirements and three professional references to: recruiting@icstucson.org. This position will remain open until filled, however, we will conduct first reviews of applications on Friday, November 18, 2022