



Position: Case Manager – Client Support Services

Exempt/Non-Exempt: Non-Exempt

Hours/Week: 40

Annual Salary Range: \$47,000 - \$52,000 dependent on experience

Reports To: Client Support Services Manager

About Valley Outreach: Everybody needs help sometimes. Valley Outreach offers people a wide range of support – whether they need food, clothing, or help navigating resources during challenging times. Our programs include a food shelf, clothing program, and client support services. Our volunteers, donors, and partners are critical to the success of the mission of Valley Outreach. When we work together, we can help our neighbors find a place of stability.

Position Summary: This position serves as a connector and advocate in our clients’ lives by providing case management and support services, helping families and individuals move toward increased stability and overall well-being. This role also collaborates and develops relationships with community organizations to provide outreach and resources.

Valley Outreach offers a competitive benefits package that includes Medical/Dental/Vision insurance as well as Short Term Disability, a Simple IRA, a Flexible Spending Account, and an Employee Assistance Program.

Essential Duties & Responsibilities:

Case Management: (50%) Establish trust and work together with clients to identify needs, discuss potential solutions, and create plans using a client-centered and strengths-based approach to set and pursue goals.

- Conduct intakes and assessments with clients and collaboratively develop plans around identified needs.
- Provide individualized and specialized support by providing information, referrals, community resources, advocacy, and general problem-solving guidance.
- Offer ongoing services and support as needed.
- Establish and maintain professional, respectful, and trusting relationships with clients.
- Support clients who are in crisis with a trauma-informed and racial equity approach.
- Maintain a depth of knowledge about available services and resources, and work in partnership with other agencies to coordinate support as applicable.
- Provide ongoing monitoring and reporting of participant’s progress, soliciting client feedback and evaluation as needed.
- Keep accurate and updated records of all interactions with clients including contacts made on their behalf.

- Provide case management services to support clients in obtaining financial assistance through the Family Homeless Prevention and Assistance Program (FHPAP).
- Collaborate as a member of the client support services team: participate in team meetings, use a shared database, and regularly case consult.

Community Outreach: (20%) Serve as a connector and ambassador of Valley Outreach services by participating in outreach events and community engagement to onsite and offsite partners.

- Act as the client liaison during community distribution events.
- Seek out, coordinate and attend community-based outreach events.
- Manage requests for information and update organizational information across external partners.
- Coordinate and collaborate with onsite partners.
- Serve as the contact person for organizations seeking basic needs resources for individuals they serve.
- Participate in community partner meetings.

Client Support Services: (15%) Provide support to clients seeking services from Valley Outreach.

- Oversee client support processes during client service hours.
- Manage and respond to client inquiries via email and phone.
- Support client intake and enrollment processes.

Staff and Program Engagement: (15%)

- Develop a strong understanding of all Valley Outreach programs to directly connect clients to services.
- Work independently and within our Client Support Services Team to provide backup support to other program staff as needed.
- Participate in all staff meetings, programs team meetings, and client support services team meetings.

Other Duties as Assigned

Education and/or Work Experience Requirements:

- 4-5 years of basic needs case management experience.
- Bachelor's Degree in Social Work preferred.
- Thorough understanding of case management processes and best practices.
- Commitment to racial equity and social justice and willingness to be actively engaged in ongoing equity work.
- Knowledge of government and nonprofit assistance programs and other community resources.
- Detail-oriented and ability to prioritize multiple demands at once.
- Strong understanding of working with individuals of differing ages, races, and socio-economic backgrounds.
- Ability to build strong, productive relationships as part of a team by demonstrating flexibility and effective collaboration and communication.
- High level of personal and professional integrity, including ability to protect and maintain confidentiality.

- Demonstrated computer application proficiency, including experience with Microsoft Office and database programs.
- Ability to work a flexible schedule that will include some evening hours.

Physical Requirements:

- Ability to perform the essential job functions consistently, safely and successfully with the ADA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance.
- Work is largely sedentary, but does require some lifting of up to 50 lbs.
- Evening hours are required.
- Must be able to talk, listen and speak clearly on telephone.

To apply for this position: Forward your resume and cover letter to jobs@valleyoutreachmn.org and place Director of Services & Implementation in the subject line.

The process will include:

- Review of information from all interested parties. Be sure to give us your phone number and email so we can contact you.
- A phone screening conversation will be set up with those candidates who most closely meet the requirements of the position.
- Several candidates will be invited to an in-person conversation regarding the position
- A second, in-person conversation, if needed.