Position: Case Manager – Client Support Services (FHPAP)
Exempt/Non-Exempt: Non-Exempt
Hours/Week: 40
Annual Salary Range: $52,000-$58,000 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 homeless prevention support services. This role will engage program participants who are precariously housed to focus on the steps needed to retain stable, permanent housing in addition to helping families and individuals move toward increased stability and overall well-being. MSW candidates preferred.

Valley Outreach offers a competitive benefits package, including a low-deductible medical and dental plan (with 90% of the premium paid by the organization), and a low-cost vision insurance plan. Valley Outreach also provides short-term disability coverage, a Simple IRA, a flexible spending account, an employee assistance program, and PTO in addition to paid holidays.

Essential Duties & Responsibilities

Case Management

- Establish and maintain professional, respectful, and trusting relationships with clients.
- Work together with clients to identify needs, discuss potential solutions, and create plans to set and pursue goals using a client-centered and strengths-based approach.
- Conduct intakes and assessments with clients and assist in developing plans around identified goals.
- Provide individualized support by providing information, referrals, community resources, advocacy, and general problem-solving guidance.
- Support clients who are in crisis with a trauma-informed and racial equity approach.
- Offer ongoing services and support as needed.
- 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.

Homelessness Prevention Case Management

- Provide case management services to help clients obtain housing stability through the Family Homeless Prevention and Assistance Program (FHPAP).
- Assist with applications, monitor progress, and collect supporting documentation for clients accessing funds through basic needs assistance programs.
- Work with clients to determine program eligibility, providing alternate resources and support if ineligible for FHPAP assistance.

- Complete case notes and data tracking of client meetings and progress into the ClientTrack database and HMIS with a high level of attention to detail.
- Accurately input client data into the HMIS system, prepare and submit required FHPAP reports, and collaborate with the Client Support Services Manager to ensure compliance with FHPAP grant regulations.
- Become a subject matter expert for FHPAP and county grant funding, providing expertise and guidance to other team members where needed.

Staff & Program Engagement

- 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

Expectations and Work Experience

- 4-5 years of basic needs case management experience and/or an Associate's, Bachelor's, or Master's degree in a relevant field such as Social Work, Human Services, or Family Studies. MSW 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 able to prioritize demands of working within a government grant-funded program.
- Strong ability to work 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 proficiency with computer applications, 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 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.
- Must be able to talk, listen, and speak clearly on telephone.
- Some in-person evening hours are required.

To apply for this position: Forward your resume and cover letter to jobs@valleyoutreachmn.org and place Case Manager – Client Support Services (FHPAP) in the subject line.

Please note – we will only be responding to qualified applicants.

The hiring 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.
- If needed, a second in-person conversation will be scheduled.