



**Position:** Case Manager – Client Support Services

**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 role serves as a connector and advocate for clients by providing comprehensive case management and support services. The Case Manager leads client intake practices to ensure a consistent, supportive experience and expands resource sharing to connect individuals and families with programs that enhance stability. Additionally, the Case Manager plays a key role in developing and implementing housing stability initiatives as new funding opportunities emerge, including programs focused on homelessness prevention for vulnerable populations such as seniors. The position maintains a holistic, client-centered approach while fostering partnerships to strengthen community support.

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.
- Collaborate with clients to identify needs, set goals, and develop plans using a strengths-based, client-centered approach.
- Conduct intakes and assessments and assist in developing individualized plans around identified goal areas.
- Provide individualized support, including information, referrals, community resources, advocacy, and general problem-solving guidance.
- Offer ongoing services and crisis support using trauma-informed and equity-based practices.
- Maintain in-depth knowledge of community resources and coordinate with other agencies to ensure comprehensive support.
- Monitor client progress, solicit feedback, and maintain accurate, up-to-date records and case notes of all client interactions, including contacts made on their behalf, in ClientTrack.

#### **Client Intake Leadership & Resource Coordination**

- Oversee daily intake operations to ensure a consistent and supportive experience for all participants.
- Expand intake services by integrating broader community resource sharing, connecting clients to external programs that enhance stability.
- Provide guidance and training to staff, interns, and volunteers involved in intake processes, promoting best practices and a client-centered approach.

## **Housing Stability Program Development**

- Partner with the Client Support Services manager to design and implement program parameters for a housing stability program, which will stabilize housing for Stillwater Area seniors.
- Serve as the primary Case Manager for the program: assess eligibility, assist with applications, monitor progress, and track client information in ClientTrack.
- Provide guidance to team members on program processes and connect clients to alternative resources when needed.
- Collaborate with finance and data staff to ensure program compliance and reporting accuracy.

## **Partner Development**

- Build and strengthen relationships with community partners, service providers, and local organizations to expand Valley Outreach's network of support.
- Identify opportunities for collaboration that enhance service delivery and resource availability for clients.
- Represent Valley Outreach in community meetings, coalitions, and partnership initiatives, fostering a spirit of collaboration and shared mission.

## **Program & Team Engagement**

- Develop a strong understanding of all Valley Outreach programs to connect clients to services.
- Provide backup support to other program staff as needed.
- Participate in 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.
- Thorough understanding of case management processes and best practices.
- Strong communication and interpersonal skills, with the ability to engage people of diverse ages, races, and socio-economic backgrounds. Fluency in Spanish, Hmong, or Karen preferred.
- 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 in environments of increasing need and limited resources.
- Ability to maintain a positive, high-energy presence, fostering teamwork, belonging, and pride in the program's work.
- High level of personal and professional integrity, including ability to protect and maintain confidentiality.
- Demonstrated computer application proficiency, including experience with Microsoft Office and databases.

### **Physical Requirements**

- Ability to safely and successfully perform the essential job functions consistent 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.
- Must be able to talk, listen, and speak clearly on telephone.
- Ability to work a flexible schedule that will include some in-person evening hours.

### **Application Process**

**To apply for this position:** Please submit a resume and cover letter to [jobs@valleyoutreachmn.org](mailto:jobs@valleyoutreachmn.org) and place *Case Manager – Client Support Services* in the subject line.

The hiring process will include:

- Review of application materials (please include your phone number and email address).
- Phone screening for candidates who most closely meet the requirements of the position.
- In-person interview with key team members; a second conversation if needed.