



Position: Case Manager (FHPAP) – Client Support Services

Exempt/Non-Exempt: 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. This is a meaningful role within a collaborative, mission-driven team committed to equity and community care.

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 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.

Homeless 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.
- Develop a strong working knowledge of FHPAP and county grant funding and share that expertise with other team members as needed.

Program & Team Engagement

- Develop and apply a comprehensive understanding of all Valley Outreach programs to effectively assess client needs and connect individuals to appropriate services.
- Work both independently as well as 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 & Work Experience

- 2–3 years of basic needs case management experience, or equivalent lived or professional experience.
- 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 within a government grant-funded program.
- Excellent communication and interpersonal skills, with the ability to engage people across diverse ages, races, and socio-economic backgrounds. Fluency in Spanish, Hmong, or Karen preferred.
- 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.
- Proficiency with computer applications, including experience with Microsoft Office and database programs.

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.
- Ability to work a flexible schedule that includes some evening hours.

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

Due to application volume, we will reach out only to candidates whose backgrounds most closely match our needs.

The process will include:

- Review of information from all interested parties. Be sure to include 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.

Join the team at Valley Outreach!

Are you looking for a job where:



Your talents support
a mission of
community service



You have the
opportunity to learn
and grow in your
field



You have fun,
supportive and
dedicated coworkers



You get treats for
your birthday

Then Valley Outreach may be the right place for you.

We welcome diverse candidates with varied backgrounds, skills, and lived experiences. Especially applicants from often underrepresented communities that Valley Outreach serves. **We invite individuals who identify in one or more of the following ways to apply:**

- Black, Indigenous, or Person of Color
- LGBTQ+
- Living with a disability
(if you need an accommodation to apply, [email us](#) or call [651-342-5553](tel:651-342-5553))
- Multi-lingual speaker
- A person with knowledge and experience in using basic needs support programs
- A person with relevant professional expertise for the role

Valley Outreach is an Equal Opportunity Employer.