



Position: Case Manager (MSW) – Client Support Services

Exempt/Non-Exempt: Exempt

Hours/Week: 40

Annual Salary Range: \$58,000-\$65,000 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: The Case Manager provides advanced, strengths-based support to individuals and families navigating complex social and economic challenges, with a primary focus on ongoing client engagement and long-term stability, while also contributing to the strength and consistency of intake systems. This role integrates comprehensive assessment, strategic service planning, and coordinated resource navigation — including hands-on financial assistance and eviction prevention work, connecting clients in crisis to Valley Outreach funds and community-based resources — to promote stability and long-term well-being. Beyond direct client work, this role offers the opportunity to shape systems of care through meaningful partnerships and cross-program collaboration, supported by a team and organization genuinely committed to sustainable workloads, continuous learning, and equity in our community.

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, fostering engagement and long-term stability.
- Partner with clients to identify priorities, work towards resolving their immediate crisis, and develop an individualized plan for ongoing stability using a strengths-based, client-centered approach.
- Conduct intakes and comprehensive person-centered assessments that synthesize social, economic, and systemic factors to inform strategic goal planning and coordinated service delivery.
- Provide direct case management to clients facing housing instability to assess needs, develop stabilization plans, and facilitate access to direct financial assistance through Valley Outreach's internal assistance funds, including managing documentation, eligibility, and fund coordination to support eviction prevention efforts.
- Apply advanced professional judgment to navigate complex client situations and make informed decisions in ambiguous or evolving circumstances.
- Deliver ongoing services and crisis support grounded in trauma-informed and equity-based practices.

- Leverage a comprehensive knowledge of community resources and systems to coordinate services and collaborate effectively with partner agencies.
- Monitor client progress using critical analysis and client feedback, adjusting plans as needed and maintaining accurate, timely documentation in Client Track.

Client Intake Leadership & Resource Coordination

- Lead the development, organization and continuing improvement of the resource database to ensure accurate, relevant, and accessible information for the CSS team.
- Strengthen intake practices by identifying gaps, expanding resource pathways, and enhancing connections to external programs that support long-term client stability.
- Collaborate with the Intake Coordinator to support daily intake operations and ensure a consistent, equitable, and welcoming experience for all participants.
- Partner with the Intake Coordinator to guide and train staff, interns, and volunteers involved in intake processes, modeling effective best practices and client-centered engagement strategies.

Partner Development

- Cultivate and sustain strategic relationships with community partners, service providers, and local organizations to strengthen and expand Valley Outreach’s network of support available to clients.
- Identify and pursue opportunities for collaboration that enhance service coordination, address service gaps, and improve client outcomes.
- Leverage partnerships to improve access to resources, reduce barriers, and support more seamless, coordinated care for clients.
- Represent Valley Outreach in community meetings, coalitions, and partnership initiatives, fostering collaboration and advancing shared goals.

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.
- Contribute to a collaborative team environment by sharing insights, supporting cross-program coordination, and reinforcing consistent, client-centered practices.
- Provide support across programs as needed, responding to emerging client or operational needs.
- Participate in staff meetings, programs team meetings, and Client Support Services team meetings.

Other Duties as Assigned

Education & Work Experience

- MSW required; LSW licensed or license eligible. Supervision toward LICSW may be considered.
- 2–3 years of basic needs case management experience.
- Strong understanding of case management processes and best practices.
- 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.
- Commitment to racial equity and social justice, with willingness to participate in ongoing equity work.
- Knowledge of government and nonprofit assistance programs and community resources.
- Detail oriented, with the ability to prioritize effectively in high-demand environments.
- Ability to maintain a positive, energetic presence that supports teamwork, belonging, and pride in program outcomes.
- High level of personal and professional integrity, including the ability to maintain confidentiality.
- Proficiency with computer applications, including Microsoft Office and database systems.

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.
 - 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 – (MSW) 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.