

Westchester Community Opportunity Program, Inc.

**Job Description**

**Title:** Case Manager

**Exempt Status:** Non-Exempt

**Immediate Supervisor:** Area Director

**Job Description**

Help develop and operate local program. Make contact with community residents and assist in mobilizing local resources. Coordinate programs in conjunction with Area Director.

**Responsibilities**

Assist in outreach efforts to individuals and communities.

Assist in operation of food pantry, bank services, and other programs developed. Refer clients to resources operated by CAP (weatherization) as well as other community services.

Develop contacts with local community groups to interpret and set up meetings to implement programs.

Meet and work with clients at their homes, the office, and community as needed.

Assist in mobilizing local resources in responding to community needs and crises.

Assist clients in presenting their needs to local and county agencies; advocate where needed. Follow up to ensure proper client service.

Serve as a liaison between clients and program and other supportive services which may be able to provide assistance for programs and clients, as necessary.

Maintain records on all clients and contracts.

Prepare written reports for Area Director.

Render other related services as assigned.

Will be held responsible for the professional confidentiality of all information handled in performance of above duties.

### **Key Working Relationships**

Internal: Program Director  
Other CAP program staff

External: Community agencies and programs  
D.S.S  
Legal services and agencies

### **Supervisory Scope**

#### **Titles:**

Volunteers as assigned

### **Organizational Responsibilities**

Client records and statistics  
Monthly reports as requested

### **Minimum Requirements**

- A. Desirable level of formal education: Bachelor's or higher degree in human services field preferable, or equivalent in experience
- B. Total number of year's applicable experience to qualify: Two years' experience working in human services organization preferred
- C. Special knowledge, training and skill requirements: Knowledge of community organization, some social work/psychology knowledge and skills.

### **Special Requirements**

Driver's license and access to a car.  
Ability to work independently.

### **Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.