

Open Position

Program:	Community Wellness
Position:	Case Manager
Rate of Pay:	\$ 21.00 per hour (Depending on Qualifications)
Hours:	20-40 hours per week, 12 months/year
Benefits:	<p>Paid holidays, vacation and sick leave. Medical, Dental, Vision & life insurance coverages available within 60 days of hire (Must work 30 hrs/wk or more).</p> <p>Employee Assistance Program (all members of household are covered) available within 60 days of hire. Discounted membership in Reach is available with payroll deduction. Eligible to participate in 401(k) retirement plan immediately, and for employer contribution & matching program upon qualifying.</p>
To Apply:	<p>Please complete and return an NCO employment application by the closing date. Applications are available on the NCO website at www.ncoinc.org/about-us/jobs/, by calling 707.467.3200, or at the NCO main office, 413 N. State Street in Ukiah.</p> <p>For positions requiring ECE or CDV units transcripts must be attached with your application to be considered.</p>
Application Closing Date:	Closes: 5/24/19
Submitting an Application:	<p>Applications accepted only at the NCO main office. Postmarks are not accepted.</p> <p>By mail or hand delivery: NCO, Inc. Attn: Human Resources 413 N. State St., Ukiah, CA 95482</p> <p>By FAX: 707.467.3213 By Email: HumanResources@ncoinc.org</p>
NCO is under no obligation to hire from this solicitation.	
North Coast Opportunities, Inc. is an Equal Opportunity Employer.	
For Head Start Child Development Program positions please see the NOTICE included with the Employment Application regarding Department of Justice clearance requirements.	

See our Website for full job description details & to print application
WWW.NCOINC.ORG/ABOUT-US/JOBS/
Equal Opportunity Employer

We invest in people through community action.

JOB DESCRIPTION

POSITION TITLE:	CASE MANAGER
PROGRAM/DEPARTMENT:	COMMUNITY WELLNESS
REPORTS TO:	PROGRAM DIRECTOR OR COORDINATOR
SUPERVISORY RESPONSIBILITY:	NONE
FLSA/IWC STATUS:	NON-EXEMPT
WC CODE:	8742

I. GENERAL DUTIES AND RESPONSIBILITIES

The Case Manager (CM) serves as a primary point of contact for coordination of necessary assistance, services and resources to address the complex needs of clients in order to enhance their personal well-being and environment. The CM acts as a conduit of resources and information and relies on clients to take a lead role and be actively involved in accessing services to address their own needs.

II. SPECIFIC DUTIES AND RESPONSIBILITIES

1. Maintains the highest level of confidentiality regarding client information sharing only what is needed to secure resources and only then as agreed upon by the client as evidenced by a signed release form.
2. Performs outreach to identify persons in need of assistance, services and referrals; collects information to facilitate prioritization of potential clients.
3. Responsible for consistent, accurate and timely entering of client data into tracking forms and program(s) to support appropriate prioritization of clients, and required outcomes tracking and fiscal reporting.
4. Performs interviews via phone or in person to provide prompt and responsive assessments of applicant needs; conducts comprehensive, individualized, strengths-based, and culturally responsive reviews of each client's needs and related available resources.
5. Engages each client to participate in the development, implementation, and ongoing review of an individualized services plan.
6. Responsible for the development of collaborative relationships with local individuals and businesses that provide services and resources related to the project service area(s).
7. Responsible for the development and maintenance of resource lists specific to the project service area(s) as applicable (e.g., available housing; free and reduced-cost food sources; etc.), and for assisting clients to access the available resources to meet their identified needs.
8. Provides education and information to assist clients in accessing resources in a timely and appropriate manner.
9. Organizes and prepares information and reports for meetings, briefings, and conversations with clients, staff and external partners.
10. Assists as needed in the restoration of social service benefits for qualified individuals.
11. Acts as an advocate for and liaison between clients and other resource providers and organizations; collaborates with private entities, service providers, governmental and non-governmental agencies and other organizations and businesses to coordinate services for clients.
12. Provides continuity of client services through case transfer or case closure.
13. Aligns work behaviors in conformance with NCOs Mission, Vision and Values.
14. Work Habits:
 - Arrives to work on time and obtains approval from supervisor for planned absences or any changes in work schedule.
 - Maintains a high level of confidentiality in all aspects of work and in alignment with NCO's policies and procedures.
 - Is able to stay focused on the job.
 - Takes pride in creating an efficient, collaborative work environment.
 - Treats co-workers and clients with respect.
 - Represents NCO and its program to the community in a positive light.

- Dresses appropriately for the assigned job duties and responsibilities.
 - Is able to constructively adapt to change.
15. Performs other duties as assigned or required.

III. JOB QUALIFICATIONS

1. A Bachelor's degree from an accredited school, or an equivalent combination of education and experience in a related field is preferred.
2. Must have successfully completed any grant-required case management specific curriculum training or be able and willing to successfully complete the specified training as provided.
3. Must be computer literate and able to competently use software programs necessary for the position duties.
4. Demonstrated ability to prioritize and perform duties efficiently and accurately and meet deadlines with minimal supervision; ability to work both independently and as a member of a collaborative team.
5. Must possess excellent oral and written English skills to facilitate clear and effective communication; exceptional listening and interviewing skills; and an ability to maintain composure in difficult or sensitive situations.
6. Experience working with and providing service to fragile and/or vulnerable clients from a variety of economic, social and cultural backgrounds in an appropriate, sensitive manner is required.
7. Must have an understanding and awareness of the impact of homelessness, poverty and/or disasters on the affected communities, families and individuals.
8. Must be able to pass a Department of Justice screening and be willing to be enrolled in the CA DMV driving records notification program.
9. For work related driving, employee must have: a current, valid California driver's license; a driving record that demonstrates the employee is a safe, appropriate driver as verified by a DMV printout; and, proof of personal automobile insurance; or reliable transportation with proof of automobile insurance.

WORK ENVIRONMENT/PHYSICAL DEMANDS

1. While performing the duties of this job, the employee is regularly required to talk, hear, listen, communicate and clearly.
2. The employee frequently is required to sit; use hands to finger, handle or feel objects, use manual and automatic office equipment, and reach with hands and arms.
3. The employee is occasionally required to stand; bend; reach down and stretch overhead; walk; climb or balance; and stoop, kneel, crouch, or crawl.
4. The employee may frequently lift and/or move up to 25 pounds unassisted and may occasionally move and lift heavier materials with assistance using ergonomic guidelines.
5. Specific vision abilities required by this job include close and distance vision, peripheral vision, depth perception, and the ability to adjust focus.
6. The ability to travel during the day and/or night, sometimes long distance – possession of a valid California Driver's License and access to an insured vehicle is required.
7. Interaction and contact with outside agencies, vendors, funders, volunteers, donors and contributors is a frequent aspect of this job.
8. The employee will regularly use computers and computer printers, telephones and other similar electronic office equipment.
9. The environment can be noisy and includes the comings and goings of small children and their families.

Note: This class specification should not be interpreted as all-inclusive. It is intended to identify the core essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA) or California FEHA. Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.