

## POSITION DESCRIPTION

**Job Title:** Case Manager  
**Responsible to:** Program Director  
**Type of Position:** Part-time, Non-Exempt, 25 hours per week  
**Revised:** 8-01-2025

**PRIMARY OBJECTIVE:**

Provide case management, benefits assistance, and support services to UPV community individuals experiencing or at risk of homelessness, in addition to food pantry access and information and referral to other agency services and programs.

### RESPONSIBILITIES:

1. Conducts comprehensive intake and assessment of potential clients.
2. Provides benefits acquisition assistance for clients who qualify.
3. Provides SOAR case management and benefits acquisition for clients who qualify.
4. Provides crisis stabilization as needed.
5. Identifies appropriate resources for clients' presenting issues; involves clients in all aspects of goals and supports activities and educates clients about services, eligibility and referral process.
6. Serves as advocate/liaison for clients dealing with Montgomery County Office of Children and Youth, and other agencies.
7. Participates in case management conferences and attends meetings and professional development workshops as required.
8. Maintains accurate and complete logs and necessary case files, client records and statistical reports as required by the Supervisor and Executive Director.
9. Provides comprehensive reporting on clients through HMIS system.
10. Complies with all HAP regulations, and regularly participates in HAP/YWH coordination.
11. Coordinates special consumer programs such as backpack distributions or holiday gifts.
12. Assists with grant proposals when appropriate.
13. Captures appropriate data to demonstrate impact to potential funders, board and community.
14. Other duties as assigned.

**Qualifications:**

Required: Bachelor's degree in psychology, counseling or social work, knowledge and experience in counseling and/or case management. Strong understanding of the challenges facing the community. Familiarity with issues around housing and homelessness. Trauma-informed approach in working with a variety of vulnerable populations. Experience in working with diverse populations. Experience and proficiency in MS Office (in particular, WORD and Excel) and familiarity with client databases; as well as excellent oral and written communication, interpersonal, advocacy and organizational skills. Training as a SOAR certified counselor is preferred.