

JOB DESCRIPTION

POSITION TITLE: Intake Case Manager

PAY/BENEFITS: \$34,000 - \$40,000, dependent on experience; insurance and retirement

HOURS: Full Time

BEGINNING DATE: February 1, 2022

REPORTS TO: Chief Accounting Officer

PURPOSE: Intake case managers are responsible for intakes, assessments, and short-term case management of walk-in and referred clients.

DUTIES & RESPONSIBILITIES (in order of priority):

1. Provide intakes to individuals in need of assistance.
2. Assess the overall needs of clients and advocating with in-house, spiritual, public and private resources for enhancement of services, as well as, provide appropriate referrals.
3. Assist client services aid and store staff in filling client food and clothes vouchers.
4. Track of a participant's progress through accurate and current data entry in SalesForce.
5. Send timely follow up emails to partners.
6. Complete monthly reports to partner churches and monthly Performance Progress Reports.
7. Keep intake filing cabinet in order, file as needed.
8. Other related duties as assigned.

EXPECTATIONS:

- Responsible & appropriate use of time, including: being ready to work at scheduled times, making wise use of time, being available for mandatory meetings & timely submission of time sheets and reports.
- Keep client information confidential.
- Provide respectful & dignified care that is culturally sensitive, fair and non-discriminatory.
- Continue to develop professional skills and spiritual life.
- Prayerfully seek out opportunities to share Christ or encourage spiritually.
- Adhere to applicable ethical code & maintain professionalism with clients, partners, volunteers, staff & guests.
- Provide excellent care and service to all clients, partners, volunteers, staff & guests.
- Provide quality data and maintain excellence in reporting.
- Adapt to changing workload.
- Assist co-workers with projects or special tasks.
- Maintain professional appearance and adhere to dress code of position/work area.

QUALIFICATIONS & QUALITIES:

Qualified applicants will;

- Have a bachelor degree in social work or related field.
- Possess the ability to work independently and as a team member.

**Cornerstone Assistance Network
Supportive Services Division**

- Possess excellent interpersonal, communication, and relationship-building skills.
- Possess excellent organizational skills.
- Be discerning and able to make wise decisions.
- Have an understanding of basic computer skills & knowledge of Microsoft Office Suite.
- Possess personal development & budgeting skills.
- Able to communicate & relate with people from any socioeconomic background, race or culture.
- Able to manage projects & daily tasks to meet established timelines.
- Possess a valid State of Texas driver's license.
- Have a growing faith in Jesus Christ, a calling to social ministry at Cornerstone, and a desire to humbly serve wherever needed.

Please send resume and cover letter to: info@canetwork.org