

**Knoxville-Knox County Community Action Committee  
Homeward Bound Program  
Job Description**

**Job Title: Case Manager**

**Summary:** This is a professional position under general supervision of the Homeward Bound Director. Works with homeless and chronic homeless individuals and families. Duties include interviewing clients, assessing client and family needs, developing assistance plans, providing comprehensive case management, and referring clients to other community agencies for services.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

Conduct outreach activities in area shelters, transitional programs, public housing developments, and other locations where eligible participants are located.

Interview clients, collect eligibility information, determine eligibility for services.

Assist and participate in the applicant's initial assessment and eligibility review, decide and advise applicants regarding program participation.

Counsel and develop with clients a Comprehensive Needs Assessment and Family Development Plan to identify barriers to self sufficiency and services needed to overcome barriers.

Recommend and authorize the provision of appropriate support services and other expenses for participants. Coordinate with fiscal services and follow up with participants to ensure that the services are provided and used.

Refer clients to appropriate CAC or other community agencies for training and support services.

Coordinate and communicate with other agencies and service providers to accomplish goals as outlined in the service plan.

Assist participants in secondary plan making and problem-solving.

Provide advocacy services for clients when necessary.

Assist clients in making application for government and other benefits and appeals

Visit in homes of all social and economic levels and transport occasionally difficult clients in one's own car when appropriate.

Set-up and/or maintain computerized record keeping and reporting systems as required by the funding source.

Assist with resource development and grant applications.

Responsible for all paperwork necessary to document plan and implementation, case management services provided, enrollment and termination.

Collect participation documentation and complete participation reports, as necessary.

Maintain a designated caseload and maintain case files including HMIS files.

Maintains appropriate contact with each participant and monitors progress throughout enrollment.

Responsible for timely case recording, including update of comprehensive client plans as needed and every 90 days at a minimum.

Utilize computer to access HMIS, CSBG, and ACCES systems and record activities.

Participate in and/or initiate staff conferences to develop service plans as needed.

Provide job placement services when necessary including interview coaching and assistance with resume preparation.

Assist in organizing, scheduling, and conducting group instruction and facilitation in life skills, pre-employment work maturity, and budget management.

Coordinate with other case managers and the Homeward Bound Director to provide emergency intervention services to all homeward bound applicants and clients as needed.

Responsible for in-office "on-call" duties one day per week..

Provide in office on-call coverage of the Homeward Bound office one day per week..

Dispense bus tickets, gasoline vouchers, and furniture vouchers. Assist with inventory of donated items.

Perform other duties as directed by the Homeward Bound Director.

**Knowledge and Abilities:** to perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Extensive knowledge of community resources related to services to the homeless population.

Ability to prepare accurate reports and plans.

Must be computer literate and familiar with common computer word processing, spreadsheet, and database software.

Knowledge of counseling and case management methods and skills.

Ability to communicate effectively both orally and in writing.

Ability to evaluate situations and make decisions.

Ability to teach and model problem solving.

Ability to ascertain facts by personal contact, observation, and the examination of records.

Ability to write accurate reports, business correspondence, and plans and procedures.

**Education and Experience:** Bachelor Degree in social sciences or related field and at least one year work experience in a related field. An equivalent combination of related work experience and education may be substituted for the education requirement.

**Preferred Qualification**

Bachelor Degree and two years related work experience.

**Annualized Salary:** \$26,085 + depending upon qualifications.