

Urban League of Broward County

Job Description

Position:	Case Manager
Division:	Health and Housing
Team:	Individual Development Accounts (IDA)
Supervisor:	Program Coordinator

Program Description

Individual Development Account (I.D.A.) Program is designed to increase knowledge and wealth in the low-income communities by providing up to a 4:1 match savings program that will allow one to either purchase their first home, continue post-secondary education or establish a small business. The program includes scheduled financial literacy workshops to encourage good budgeting and savings technique.

Purpose of Position

A **Case Manager** is responsible for program management which includes implementing program goals and objectives. The Case Manager conducts assessment, advocacy, counseling, education, training and interagency collaboration to ensure effective and efficient delivery of services to clients.

Essential Functions and Responsibilities

- ❖ Actively recruits and retains program clients.
- ❖ Organizes and implements creative-programming that result in positive achievements for participant.
- ❖ Provides orientation and one-on-one-counseling to eligible clients in the programs.
- ❖ Provides group education to program clients.
- ❖ Generates individual service plans, conducts case management and follow-up services on clients, as required by contract.
- ❖ Maintains accurate and complete files for program clients as related to services and activities.
- ❖ Meets all performance standards and requirements for program contracts/grants or Urban League of Broward County.
- ❖ Informs clients and families of support and referral services internal or external.
- ❖ Submits timely and accurate reports and data related to program and clients.
- ❖ Overall responsibility for business subsection caseload of adult case management division
- ❖ Independent decision making with case management oversight.
- ❖ Ability to influence the hiring new staff.
- ❖ With collaboration, determines and approves operating plans, policies and procedures within youth case management division
- ❖ In the supervisor's absence, will serve as delegated supervisor overseeing project management and associated employees'.
- ❖ Actively participates in Urban League of Broward County's special event committees and projects.
- ❖ Advises immediate supervisor or needs, trends and issues within area of responsibility and recommend activities to address them.
- ❖ Serves as a liaison and contact person with other agencies to ensure coordinated and comprehensive delivery of services to clients.
- ❖ Utilizes high level education, certifications and knowledge to support the specialized needs of the program.

Job Specifications and Requirements

- ❖ Bachelor's Degree in the field of Social Work, Business Management, Human Services, or similar discipline is preferred.
- ❖ At least two years of job related experience and
- ❖ At minimum, two years of adult direct service case management experience

- ❖ Ability to maintain a high level of confidentiality
- ❖ Knowledge and ability to work with financial information.
- ❖ Detailed knowledge and experience in coaching, training and documentation.
- ❖ Ability to conduct workshops and training presentations
- ❖ Willing to attend community meetings.
- ❖ Willing to work some evenings and weekends
- ❖ Ability to express ideas clearly in both written and oral communications.
- ❖ Proficient in time management to fulfill all tasks in a timely manner
- ❖ Ability to work effectively with persons of all ages and diverse backgrounds, skills and abilities
- ❖ Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.
- ❖ Must be computer literate with familiarity utilizing client management systems
- ❖ Must have outstanding organizational skills
- ❖ Must have excellent presentation skills.
- ❖ Positive and team-oriented attitude
- ❖ Bilingual (English and Spanish or French or Creole) candidates preferred.

Other

- ❖ Must have a valid Florida driver's license and reliable transportation.
- ❖ Must pass a Level 2 background and drug screening.

Interested candidates must submit cover letter and resume to:

Hiring@ulbcfl.org

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