



CASE MANAGER (FIN LIT)

HOPE Helps, a local non-profit with a mission to prevent homelessness and keep families in their homes, is looking for a talented individual who is compassionate, resourceful, and organized to join our team. The ideal candidate will be self-motivated, committed to the organization's mission and values, while consistently functioning as a highly dedicated team player, as well as an effective case manager of the organization. Position is full-time, Tuesday-Friday with alternating Saturdays and Mondays and additional weekend availability for scheduled outreach events. Required: Bachelor's Degree.

1. Understanding HOPE's mission, vision and values.
2. Conduct intake meetings with clients to develop case plans to identify financial needs, food needs, necessary resources etc.
3. Screen HOPE clients for financial assistance/counseling needs alongside Program Assistant, such as document collection, client financial review, etc. as identified by Supervisor.
4. Maintains records and provides accurate statistics from all resources used by clients through timely input into HMIS. Licensed HMIS knowledge of reporting as needed/required.
5. Works with the Director of Client Programs to document all policies and procedures in manuals and SOPs, including but not limited to HENS, Financial Assistance, and Kids of HOPE.
6. Provide back up support for HENS case management and distribution, as needed.
7. Ensures that documentation regarding clients are kept secure and confidential, and maintained consistently with required policies and procedures.
8. Supply Resource Management team with any client stories, etc. for possible use in HOPE materials, e-blasts/newsletters, website articles, etc.
9. Represent HOPE at Outreach events (ex: BTSSB, CITC) and Community Outreach events (ex: IFC, CoC, COAST) alongside the Director of Client Programs as they relate to the department.
10. Train and supervise social work interns, as requested.
Works to utilize volunteers wherever possible to maximize productivity and minimize personnel cost for HOPE.

Please send resume, cover letter and pay rate expectation to resume@hopehelps.org with CASE MGR FIN LIT in the subject line.