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**Case Manager**

**Organization Description:** Support The Enlisted Project (STEP) is a non-profit 501(c) (3) organization, with the mission of providing emergency financial and transition assistance to active duty and recently discharged enlisted military and their families. STEP is headquartered in San Diego, CA, with a second office in Santa Ana, CA, and a satellite office in the Military and Veteran Resource Center (MVRC) in Escondido, CA. The service area includes the seven southernmost counties of California to include: San Diego, Orange, Los Angeles, Ventura, San Bernardino, Riverside and Imperial.

**Position Overview:** This position is located at the headquarters in San Diego with outstation duties weekly in the MVRC in Escondido. Under the direction of the Vice President, the Case Manager is responsible for building relationship with service members and veterans seeking services and to leverage that relationship to help them begin building strong financial futures. These goals will be achieved through Evidence Based Practices of Solution Focused Approach, financial counseling, financial education and, when necessary, financial grants.

**Position Responsibilities -** Essential Responsibilities include but are not limited to the following:

* Provide assistance to potential clients in navigating STEP’s website and application process
* Assess financial data to determine the optimum intervention in each case
* Obtain necessary documentation required to process applications
* Educate clients on the services and limitations of services of STEP
* Present recommendations to the Vice President regarding client services
* Present case decisions to clients
* Provide information and referrals to help strengthen the applicant’s financial future
* Write check requests, distribute gift cards and support clients visiting the warehouse
* Record services (including referrals), maintain files and complete monthly activity reports
* Network with agency representatives participating in MVRC
* May be required to provide supervision to Client Services volunteers and/or interns

**Education**:

* BSW or MSW

**Required Qualifications:**

* Excellent written and verbal communication skills
* Ability to utilize various software applications such as Word, Excel, Outlook, Power Point and common database programs
* Exceptional interpersonal skills; team player, ability to communicate with diverse personalities, tactful, mature and flexible
* Demonstrated ability to pay close attention to detail to ensure absolute accuracy, with emphasis on neatness, professionalism, and appropriateness in all work performed
* Ability to listen and communicate fluently in English
* Commitment to supporting our service members and their families
* Ability to travel locally as needed and work some evenings and/or weekends, as required

**Special Conditions of Employment:**

* Must have access to reliable transportation and a valid Driver's license (California license preferred)
* Relocation expenses will not be paid
* The position requires satisfactory results from a background check
* This is a non-exempt position with an pay range of $18–$22 per hour DOE. It is part time, with hours not to exceed 20 per week and schedule to meet the needs of the organization.

**Other:**

PT/Non-exempt position.

Hours: 8:00 AM – 12:00 PM daily Monday - Friday. Occasional irregular hours and weekend duties may be required.

All duties of this position will be carried out in order to ensure the integrity of the organization, meeting the mission in service to our military families and ensuring program goals are met through the expansion of community outreach through effective implementation of a variety of public relations activities.

Signatures

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Employee Date

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Printed name

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President Date

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Printed name

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