

## Case Manager

**Full Time/Part Time:** Full Time

**Location:** Waltham

**Job Description:** **Position Summary:**  
The case manager coordinates the services of Center for Family Assistance clients with an emphasis on the more complex cases in the program. The case manager will assess the client's financial needs, eligibility through a screening and intake process, and provide an array of services through telephone and face-to-face sessions. The case manager will make recommendations for financial grant decisions and identify additional areas of client need. The case manager will **effectively plan, provide, coordinate and evaluate** intervention plans using the resources of the CFA and other agency and community resources. The case manager will work collaboratively with staff in the CFA and Basic Needs program as well as JF&CS agency-staff. The position requires a strengths-based approach and the ability to work with people from diverse backgrounds.

This is currently a full-time position.

### **Essential Job Functions:**

- Provides direct coordination of services for CFA clients
- Works collaboratively with CFA and Basic Needs staff, internal and external programs and organizations, collaborating partner agencies,
- Participates in staff, cluster and community networking meetings.
- Screens client's **eligibility for benefits and services such as food stamps, Medicaid, or welfare, and help to obtain them, assists with applications as needed**
- Completes in depth assessments when appropriate
- Researches and keeps track of

and shares available resources

- May be involved in training and working with interns and volunteers
- Provides advocacy and referral services to clients
- Documents all clients' contacts and activities, tracks the effectiveness of intervention, and provides follow-up services to clients. This includes written documentation and use of the web-based ETO system
- Provides information for Quality Improvement reports
- Participates in new program initiatives as appropriate.
- Other duties as assigned.

**Educational/Experience Requirements:**

- Bachelor degree in Social Work and at least one year of experience in providing case management services is required.
- Master degree in Public Health, Social Work or equivalent degree or experience is preferred.
- Must have excellent written and oral communication skills as well as excellent organizational and problem solving skills.
- Must be flexible, motivated, and comfortable working with people with mental, physical and emotional challenges.
- Knowledge of the Jewish community is helpful
- Knowledge of Microsoft Office Suite (excel, word, outlook, power point)

**Contact:** Director of Human Resources JF&CS 1430 Main Street  
Waltham, MA 02451 Email: [HR@jfcsboston.org](mailto:HR@jfcsboston.org)

**Date Posted:** October 19, 2009

**Website:** [http://www.jfcsboston.org/fcs/family\\_assistance.cfm](http://www.jfcsboston.org/fcs/family_assistance.cfm)