Regional Economic Community Action Program, Inc.  
40 Smith Street · Middletown, New York 10940  
(845) 342-3978 · www.recap.org

**JOB DESCRIPTION**  
**Applications accepted on a rolling basis**

**POSITION:** CASE MANAGER  
**SALARY:** TBD  
**TERMS OF EMPLOYMENT:** Full time at 35 hours per week, Non-exempt, At will  
**SCHEDULE:** Monday-Friday, 9:00AM-5:00PM  
(some evenings and monthly on-call coverage as needed)  
**LOCATION:** To be determined  
**ISSUED:** 5/2018 (Applications accepted on a rolling basis)

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**JOB SUMMARY**
The Case Manager for Supportive Housing provides resource support to low-income clients by developing plans to address their needs through counseling, links to resources, crisis intervention, guidance, and goal planning. This position will carry a caseload of approximately 30 “high-need” households and involves both home and office visits.

**QUALIFICATIONS**
Bachelors degree or equivalent experience in human services field. Knowledge of principles and practices of the Social Services system. Strong background in mental health arena and knowledge of addictions. Experience in counseling, crisis intervention, and vocational assessment with success in placing clients into jobs. Knowledge of local employment readiness resources. Strong written and verbal communication skills, organization and time management, client service and problem-solving skills. Ability to work accurately and meet deadlines with frequent interruptions. Ability to exercise flexibility, initiative, good judgment and discretion. Ability to develop client’s household budget and confidence in their ability to obtain and maintain employment. Ability to help with job search, hiring, adjustment, and continued employment, network with employers to help program participants with employment referrals. Proficiency in Microsoft Outlook, Word and Excel a must. Bilingual English/Spanish a plus. Valid clean driver license and willingness to drive on company business.

**RESPONSIBILITIES**
Helping clients lay out mutually agreed steps needed to attain their goals. Review and update strength based assessment plan during each of client’s visits, including documentation with progress notes. Assist with development of individual job skills and employment preparation including: locating appropriate career opportunities in various industries; resume and cover letter development, interview preparation, and conducting vocational/educational workshops.
Advocate for clients by arbitrating and negotiating human service needs in the areas of affordable housing, healthcare, transportation, education, vocational training, employment, domestic issues, food assistance, and referral services for strengthening families to be self-sufficient. Certify household for entitlement programs; coordinate resources with other community services as well as referrals to meet household’s needs. Organize group activities for clients; conduct tenant meetings; provide group workshops on a variety of issues to empower households. Emphasize timely payment of the client’s rent portion; assist clients in setting up budgets; monitor client residence for cleanliness, child abuse and/or neglect and safety; monitor client compliance with program rules and violations. Attend all tenants meetings for all case managers as required by the supervisor.

Attend staff meetings, in-service trainings, and weekly case conferences with clients and quarterly case conferences with full team. Remain current by attending relevant seminars and workshops. Maintain client confidentiality in accordance with agency policy and maintain charts according to program regulations and organizational expectations. Perform other departmental duties or special projects as directed by supervisor.

**PHYSICAL DEMANDS/WORK ENVIRONMENT**

Work conditions may include exposure to inclement weather and noise. Position may require exposure to electronic equipment including computers, printers, fax, and copy machines and cleaning equipment. If position requires use of a motor vehicle, driving on city streets and/or highways, exposure to inclement weather and traffic. Employees are to take all precautions and follow all laws while in these environments. Job requires case manager to make visits to clients’ homes. This job requires consistent punctuality and attendance at the job site.

**ACKNOWLEDGEMENT**

I know of no limitation which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions. Acceptable performance includes completion of job responsibilities as well as compliance with all policies, procedures, rules and regulations. This description is intended to describe the general job functions and requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements. It does not imply nor create a contract of employment nor is it intended to alter the employment at-will status. Other functions may be assigned and management retains the right to add or change this description at any time. Upon hire I may be given written goals and objectives that will be completed within 90 days.

**APPLICATION PROCEDURE**

Resumes may submitted to RECAP’s Human Resources Department

- Email to resume@recap.org
- Post mail to 40 Smith Street, Middletown, NY 10940

RECAP, Inc. is an Equal Opportunity Affirmation Action Employer. We are a drug-free workplace and conduct pre-employment and periodic drug tests.