



POSITION ANNOUNCEMENT

To Provide Services, with Dignity and Respect, That Help People Become Self-Sufficient

www.caoginc.org

POSITION/TITLE: Lead Case Manager

POSITION LOCATION Albion office and other agency sites

PAY/HOURS: \$18.27 - \$25.00/hour

Full time - Monday-Friday 8am - 4:30pm

QUESTIONS OR RESUME TO:

Susan Jessmer, HR Administrator
409 East State Street
Albion, NY 14411
hr@caoginc.org 589-5605

RESPOND BY Friday, September 22, 2023

Note: Internal Candidates may respond with a letter of interest and resume.

MAJOR RESPONSIBILITIES

The Lead Case Manager will manage the Case Manager Team under the direction of the Community Services Director and will coordinate the Human Services needs of the Agency's customers by building supportive relationships with families to identify and resolve barriers to self-sufficiency.

- Responsible for oversight of the data integrity of all tracking systems that are used in case management process.
- Maintain applicable paper work, monthly reports, customer files and case notes for the individual and team that is being managed.
- Represent the Agency by serving on boards, committees and councils.
- Serves as a Lead Case Manager to work with customers to identify needs, set goals, implement solutions, and monitor and report outcomes. Refers to appropriate services to achieve whole person care.
- Will interview and assist customers through direct agency services and advocate for their needs; emergency services, referrals and /or resolution of housing issues.
- Responsible for the day to day operation of the imPowr system to include training, job aid development, staff support, system enhancements/upgrades, testing, monitoring and report generation.
- Manage the day to day activities and needs of the Case Managers.
- Act as main point of contact and communication source for the Case Managers.
- Coach, develop and maintain staff development plans to enhance and strengthen skills of the Case Managers.
- Support case managers and/or customers with coordinating and completing intake process including goal setting, customer follow up and reporting of outcomes.
- Work collaboratively with agency staff and community partners to establish clear communication to effectively respond to the needs of customers.
- Ensure accurate, complete, and timely documentation of the provision of services and case updates for all Case Managers
- Schedule regular monthly one on one meetings with Case Managers (may be more frequent as needed and to be determined with oversight from Director).
- Schedule and conduct regular Case Manager team meetings (to include such topics as data calibration, employee engagement, best practices, etc).
- Responsible for accurate timecard entry and approvals of time off.
- Actively participate in Agency Resource Development, creating brochures that highlight program services, public education and promotion of the Agency.
- Promote and strengthen relationships with other Human Services Agencies.
- Maintain confidentiality regarding Agency customers, employees and all Agency business information.
- Must be able flexible to work outside normal hours of the position (ex. nights and/or weekends) in order to meet the needs of our customers, case managers and the Agency.
- Actively participate (along with Case Manager Team when applicable) in all Agency events (Food Pop Up Distributions, public education events, etc.)
- Will complete ROMA (Results-Oriented Management and Accountability) Training and participate in future opportunities regarding ROMA as they become available.
- Will attend conferences, trainings and meetings as needed to support to the Agency and to increase personal knowledge of Community Action, services and programs as directed by Director and/or CEO.
- Associates Degree or higher from an accredited two-year college with a major in Human Services or related field and at least one year of experience.