

Case Managers

CVCAA is seeking highly motivated and dedicated case managers to join our staff. Job description and qualifications are listed below. Hours for this position are Monday – Friday from 8 am – 5 pm. Benefits include: medical, dental, and vision insurance, retirement, and paid time off. Pay is commensurate with experience and will be discussed at time of interview.

Resumes can be emailed to jobs@cvcaa.org. **Before submitting a resume, please read ALL the information below paying close attention to skills and abilities required and qualifications needed.**

Job Description

The case manager position for CVCAA is full-time and requires performing all appropriate administrative and programmatic functions of the Community Services Block Grant and the Comprehensive Energy Assistance Program. The Case Manager answers directly to the Community Programs Director and to the Executive Director.

Essential Job Duties:

Provide utility assistance and case management services to low-income families of the Concho Valley.

Complete client applications, including income qualification and eligibility determination, while maintaining compliance with all aspects of the programs.

Provide referrals to local agencies to assist the client and follow up by collaborating with those organizations through networking opportunities and meetings.

Assist the client in developing a plan for self-sufficiency, including budgeting, job searches, and completion of training courses, if applicable.

Produce accurate weekly and monthly reports.

Other duties as assigned by Community Programs Director or management including, but not limited to, greeting clients, answering the phone, and working with staff in other agency programs.

Job Skills and Abilities Required:

Ability to perform math calculations, including ten key proficiency.

Intermediate computer skills, including Microsoft Office and Excel, with the ability to manipulate data in Excel.

Strong communication skills and grammatical proficiency required, along with organizational and time management skills.

Ability to follow verbal and written instructions and work independently while being willing to perform other tasks as assigned.

Ability to meet deadlines and multi-task while following agency policies and procedures.

Available to travel when necessary for outreach or trainings.

Ability to provide excellent customer service to the clients while maintaining client confidentiality.

Ability to work effectively with others and maintain a professional relationship with co-workers.

Qualifications:

High school diploma required and some college is highly preferred.

Prior case management experience preferred.

Valid Texas driver's license with a clean driving record.

Able to pass drug and alcohol test.

Able to lift up to 50 pounds.

Bilingual is preferred (English/Spanish).