

**Community Action Agency of Delaware County, Inc.**  
**Position Description**

<b>Position Title:</b> Case Manager/Generalist	<b>Immediate Supervisor:</b> Director of Social Services	<b>Salary Range:</b> \$34,000 - \$46,000
---	---	---

*Full-time, exempt position, eligible for benefits immediately.*

**Position Summary:**

---

This position will be responsible to provide case management services to economically disadvantaged individuals and families through our emergency housing, permanent housing, and workforce development programs.

This position requires a high level of experience with and knowledge of social services, as well as the ability to quickly learn program guidelines and policies and procedures.

**Primary Duties and Responsibilities:**

---

1. Manage a caseload of 12-15 economically disadvantaged families and/or single adults requiring housing services, supportive services, and financial assistance through various social service programs.
2. Provide initial consumer intake and assessment to include documentation of financial and program eligibility for consumers.
3. Assist consumers with attaining housing stability and self-sufficiency through the development of a housing stability plan and barrier remediation plans.
4. Assist with locating and obtaining suitable housing, securing utilities, and providing landlord/Tenant education.
5. Assist consumers with attaining housing and economic stability and self-sufficiency through the development of a housing stability and barrier remediation plans.
6. Instruct consumers in basic life skills including home maintenance, comparative shopping, budgeting, laundry, health/hygiene, nutrition, parenting, self-esteem, communication, and other topics as needed/requested.
7. Monitor and support consumer progress through scheduled home and office visits, telephone contacts, and post-exit follow-up.
8. Document case management services through detailed and thorough case notes and updates to housing stability plans and barrier remediation plans.
9. Provide case management services according to case management standards of each program assigned.
10. Develop a network of social service providers, and refer consumers to appropriate resources, link consumers to mainstream benefits, and provide advocacy and support to program consumers.
10. Complete reports as required by funding sources, monitoring agencies, and the COO and CEO.
11. Participate in monthly disposition meetings, required staff meetings, and consumer review meetings.
12. Other related duties as required.

### **Position Objectives:**

---

1. Provide excellent supportive services to consumers that will result in meeting individual consumer goals for self-sufficiency.
2. Develop and utilize a broad network of resources to best service consumers.
3. Display a professional role model for consumers.
4. Maintain accurate and up to date files on all consumers.

### **Qualifications:**

---

This position requires a minimum of a Bachelor's Degree in Social Work. A Master's Degree in Social Work is preferred. Requires an appropriate combination of education and experience that fulfills the knowledge and experience base required for this position, including training/education and work experience as it relates to Housing First and Progressive Engagement principles, emergency shelter systems, permanent housing programs, and workforce development programs. Experience in working with disadvantaged families and individuals from a trauma-focused and strength-based approach is preferred.

The person in this position must demonstrate outstanding organizational skills, and the ability to manage multiple priorities and concerns. This position requires an individual with knowledge of the Delaware County Social Service infrastructure and the ability to maintain effective working relationships with those service providers. Individual must be computer literate including familiarity with Word and Excel, and willing and able to learn agency data information system. The individual must have excellent communication skills, both oral and written, combined with strong interpersonal skills. The ability to work well with people from different cultural and socio-economic backgrounds is crucial to this position.

### **Physical Demands:**

---

The physical demands described in this section are representative of those that must be met by an employee to successfully perform the essential functions of this position. While performing the duties described herein, the employee is regularly required to talk, hear, stand, walk, maneuver stairs, sit, stoop, kneel, crouch and crawl. The employee must occasionally lift and/or move up to 15 pounds. Specific vision capabilities required by this position include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

### **Work Location/Environment:**

---

Most of the work for this position takes place at:  
1414 Meetinghouse Rd.  
Boothwyn, PA 19061

This position involves frequent travel to other worksites and consumer residences, all within Delaware County.

While performing the duties of this position, the employee is occasionally exposed to wet and/or humid conditions and outside weather conditions. The noise level in the work environment is generally moderate.

*The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.*

*I certify that I have read this position description and understand my duties and responsibilities as stated herein. I further understand that this job description does not in any way constitute a contract for continued employment. Community Action Agency of Delaware County, Inc. maintains an at-will policy of employment, which means that employment and compensation may be terminated with or without cause and with or without notice at any time at the option of either the employer or the employee.*

---

Employee Signature

---

Date

---

Supervisor Signature

---

Date

To apply for this position, send a resume with cover letter to:

Human Resources  
Community Action Agency of Delaware County, Inc.  
1414 Meetinghouse Road  
Boothwyn, PA 19061

Fax #: 610-874-8452

E-mail: [rmitchell@caadc.org](mailto:rmitchell@caadc.org)

Updated 9/2019