



Case Manager 2

Job Posting

Are you interested in supporting local community members and families during challenging times? Do you have the skills and experience necessary to provide compassionate, wraparound case management services? Are you looking to grow, have fun, and make a significant impact? If so, we encourage you to apply for the Case Manager 2 position at TLC.

If you are interested in applying for this position, please email your resume, a cover letter and at least three references to JobPostings@Tri-LakesCares.org. Please be sure to include "Case Manager 2" in the subject line.

Hiring Process & Timeframe:

- We will review applications on a rolling basis until the position is filled.
- We will contact those applicants in whom we are interested in and invite them to interview for the position.
- We will invite final candidates for the position to a second interview and then make an employment offer shortly thereafter.
- We are looking for someone to start right away and we will work with the candidate to allow them to give respectful notice to their current employer.

Job Title:

Case Manager 2

Summary of the Role:

TLC's Case Manager 2 serves a diverse set of clients in need of assistance and helps assess emergency, relief, and self-sufficiency programs and services to meet their current needs and future goals. The Case Manager 2 is an administrative leader who maintains and oversees proper usage of TLC's client database by ensuring proper data entry, accurate data quality, and thorough training of users and other administrators. This person is responsible for data collection, reporting, and analysis for their respective areas. They ensure proper execution of grant spending, fill in for fellow client service team members as needed, and work with other staff to ensure compliance with budget goals, outputs, and outcomes for each program. The Case Manager 2 also secures clients for participation in monthly Mission Moments and other outreach events as needed. They participate in ongoing professional development

trainings such as Poverty Solutions and poverty simulations and supervise, coordinate, and train TLC's volunteer workforce.

TLC's Case Manager 2 also serves as the staff lead for TLC's Getting Ahead and Giving Tree Programs and they are responsible for planning and implementing these specific program areas. They are responsible for creating and monitoring program budgets (as appropriate) and securing the necessary volunteer support for each program. They are also responsible for reporting programmatic outcomes to TLC staff, volunteers, board members, and the community.

Essential Job Functions:

- Meet with clients regularly to determine the right combination of resources and services available to support them.
- Utilize wraparound supports and two-generation approaches to serve clients with appropriate resources.
- Work with clients to develop Individual Self-sufficiency Plans (ISPs) and support and follow up with them on designated time frames to document their progress.
- Participate in weekly client service staffing meetings to address client needs.
- Secure clients for participation in Mission Moments and other outreach events as needed.
- Ensure all appropriate client service data is entered into TLC's trackers and client database in a timely manner.
- Run client service reports on a regular basis to ensure that entered data is complete and accurate.
- Submit requisitions for payment and data for board reports in a timely manner.
- Ensure proper execution of grant spending to align with grant deadlines.
- Plan and implement TLC's Getting Ahead and Giving Tree programs.
- Ensure compliance with budgeted goals, outputs, and outcomes for each program they oversee.
- Maintain active ROMA charts for all programs they oversee.
- Attend appropriate trainings for professional development.
- Supervise, coordinate, train, and work with a volunteer workforce.

Other Duties:

- Serve on internal committees when requested.
- Perform additional related work as assigned by the Director of Operations.
- Coordinate/participate in outreach events promoting food insecurity resources and TLC services and programs.
- Work at occasional special events – on average 3 to 6 per year.
- Work in the evenings during regular client service hours and during the Getting Ahead program.
- Work occasionally on weekends – on average 3 to 6 per year.

Hours of Work, Rate of Pay, and Benefits:

Hours of Work:

This non-exempt position usually works 40 hours per week. We believe in work-life balance and are committed to keeping the workload in alignment with the true hours worked. A flexible schedule (outside of critical client services hours) is available and past employees in this position have worked Monday through Thursday, with fewer hours on Fridays.

Rate of Pay:

Depending on experience, this position pays \$16.75 to \$19.00 per hour.

Health Insurance:

TLC offers health insurance to employees who are regularly scheduled to work 40 hours per week.

Paid Holidays:

TLC has 7 paid holidays per year.

PTO Accrual:

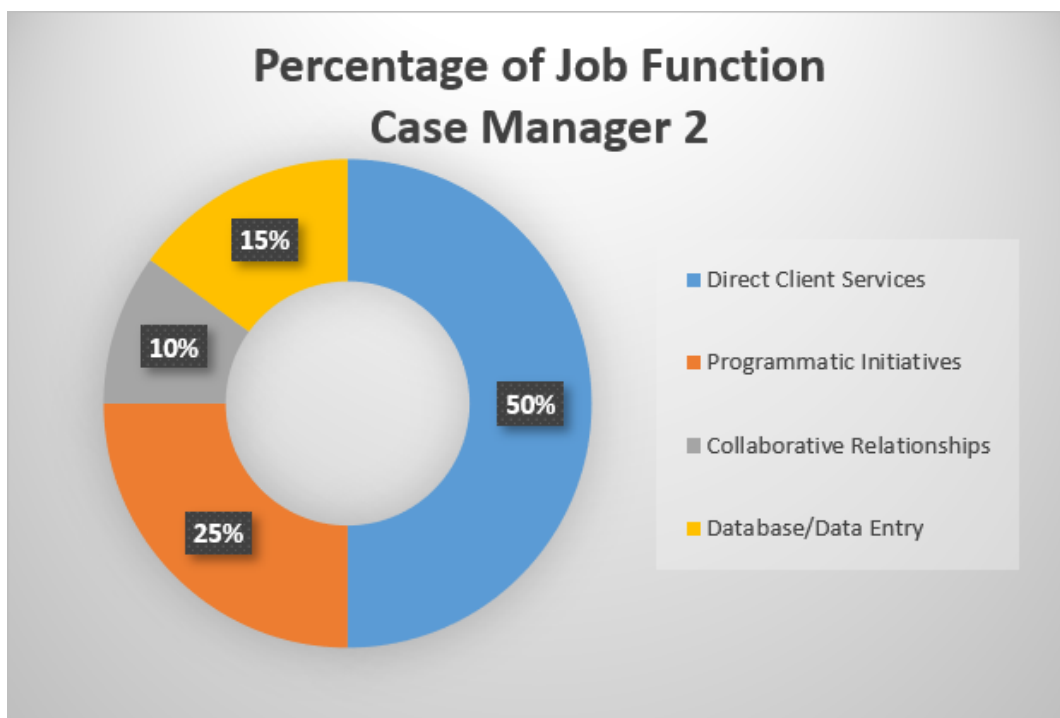
PTO accrues based on the information below.

Years of Employment	Accrual Per Hour Worked
Hire date through the first year of service	0.0308
First anniversary date through year three of service	0.0500
4th anniversary date through year six of service	0.0693
7th anniversary date and above	0.0885

Our culture, values and what makes us awesome:

We value providing staff with options for a flexible work schedule to promote work-life balance. We are an easy-going and family-friendly group who loves our dog-friendly environment (on days when we are not open for walk-in client services). We want to work with others who have a desire to serve our community, and we welcome and encourage energetic conversations across diverse perspectives and challenge each other respectfully. We take time to get to know each other and support each other to learn and grow. We value a good sense of humor and find fun and joy in our work. We do serious work, but we do not take ourselves too seriously!

We are thoughtful about our privileges and how they affect our interactions with others and we actively listen and are open to feedback and suggestions for improvement. We are not afraid to change course as more information becomes available and we value courageous conversations that may lead to the positive transformation for our organization. We operate in a DFZ (Drama Free Zone), work as a team, and all play a part in TLC's successes. TLC has a supportive and empowering board of directors and we promote a professional and respectful environment among all team members by providing opportunities to attend trainings and engage in professional development opportunities to increase our knowledge and improve our professional skills.



Essential Requirements:

- A great sense of humor.
- Commitment to TLC's mission and values.
- Flexibility and adaptability to fit the needs of a wider range of cultures, people, and organizations.
- Ability to respond quickly and appropriately to sudden changes.
- Love of continuous learning.

Essential Experience, Knowledge, and Skills:

- Knowledge of TLC's Programs.
- Ability to relate to a diverse set of clients and their needs.
- Knowledge of community resources available to clients in the Tri-Lakes area, El Paso County, and the state of Colorado.
- Strong written and oral communication skills.
- Organizational skills to efficiently manage workload.
- General knowledge of how to generate effective data reports.
- Computer literacy skills and knowledge of Microsoft Office.

Preferred Qualifications:

- Minimum high school diploma, college degree in social work or related field preferred.
- Experience working with a non-profit organization.
- Experience in program management.
- Good credit score.
- Desire to "give back" to the community.
- Budgeting experience.
- Ability to speak and understand Spanish at a conversational level.

Organizational Relationships:

The Case Manager 2 reports to TLC's Director of Operations.

Physical Demands:

The work of the Volunteer Manager is somewhat active with periods of light physical activity. Typical positions require workers to walk or stand for long periods; lift and carry up to 50 pounds, climb stairs, bend reach, hold, grasp, and turn objects; and use fingers to operate computer keyboards or other mechanical devices. The work requires the ability to speak normally and to use normal or aided vision and hearing.

FLSA Status:

Non-Exempt

TLC is dedicated to the principles of equal employment opportunity. Tri-Lakes Cares does not discriminate in any aspect of our mission on the basis of race, religion, color, gender, age 40 and over, national origin, ancestry, disability, sexual orientation, gender expression, family composition, veteran status, or any other category protected under local, state, or federal law. This protection applies to employees, volunteers, donors, clients, vendors, and anyone else with whom we interact in the course of carrying out our mission.