



Intake Case Manager Job Posting

Are you interested in using your administrative background to support an established non-profit? Do you have the skills and experience necessary to make a difference in the community we serve? Are you looking to grow, have fun, and make a significant impact? If so, we encourage you to apply for the Intake Case Manager position at Tri-Lakes Cares.

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 "**Intake Case Manager**" in the subject line.

Hiring Process & Time Frame:

- 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:

Intake Case Manager

Summary of the Role:

TLC's Intake Case Manager serves a diverse set of clients in need of assistance; they help assess emergency, relief, and self-sufficiency programs and services to meet their current needs and future goals. The Intake Case Manager primarily serves new clients, processes intake paperwork, and provides them with an initial overview of TLC services. They organize and prepare client service documentation as well as complete service recording under the supervision of TLC's case management team. The Intake Case Manager completes data entry alongside the case management team in key reporting areas and organizes important client information to support annual client paperwork updates, new client intake procedures, and financial assistance services. They fill in for fellow case managers as needed and work with other staff to ensure compliance with budget goals, outputs, and outcomes for each program. The Intake Case Manager may occasionally conduct outreach in the community to educate stakeholders about

TLC services. They also participate in ongoing professional development trainings and help supervise, coordinate, and train TLC's volunteer workforce as needed.



ESSENTIAL JOB FUNCTIONS

Case Management Support, Client Intake and Updates:

- Engage prospective clients and guide them through the new intake process.
- Bridge the initial communication between clients and their assigned Case Manager.
- Refer prospective clients to external agencies and resources as appropriate.
- Help Case Managers update existing client paperwork as needed.
- Maintain TLC's new client intake tracking process.
- Ensure all appropriate client service data is entered into TLC's trackers and client database in a timely manner.
- Attend appropriate trainings for professional development.

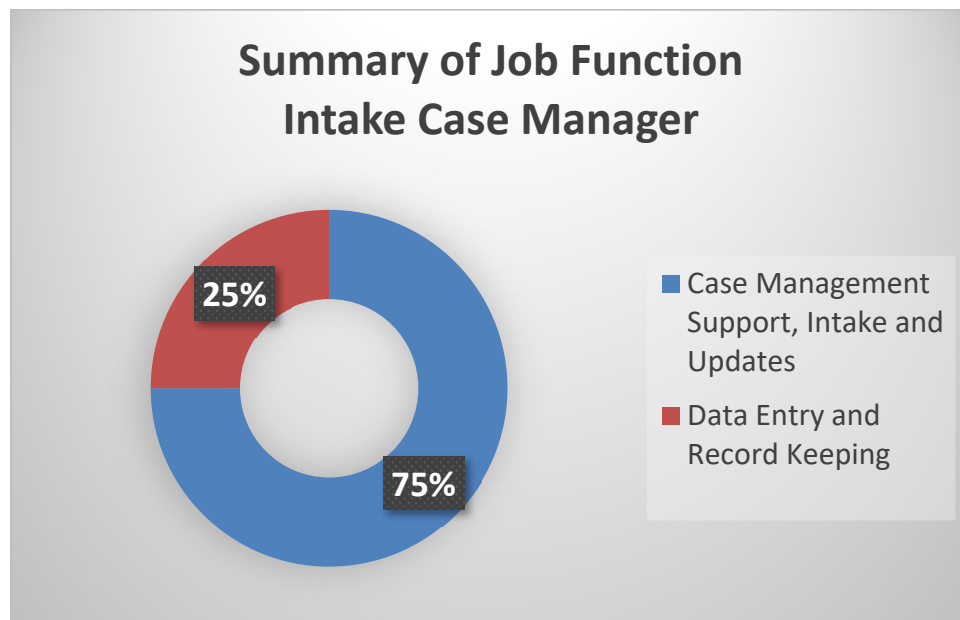
Data Entry and Record Keeping:

- Maintain a filing system for electronic client files under the supervision of the Case Management team.
- Organize client service documentation for recording in TLC's client services database.
- Upload documentation to TLC's client services database to support TLC's new client intake process.
- Enter bulk service entries into TLC's client database.

Other Duties:

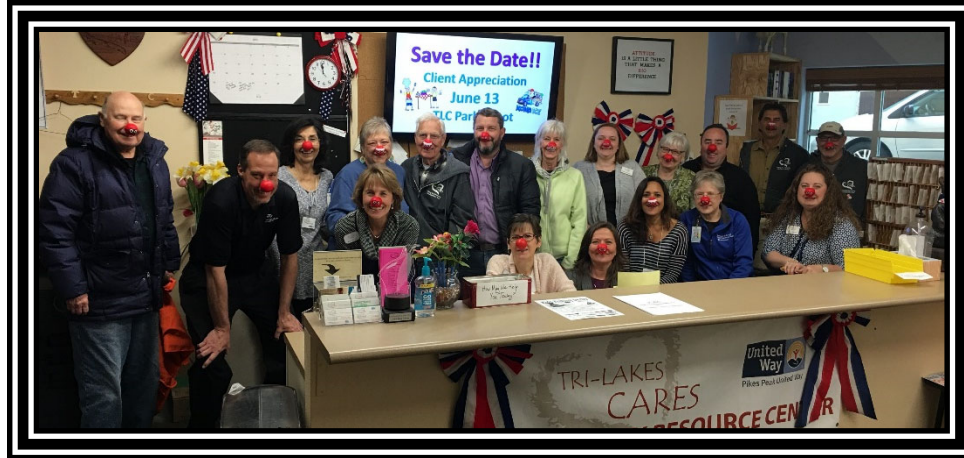
- Conduct outreach in the community to educate stakeholders about TLC services.

- Participate in weekly staffing meetings and collaboration meetings with TLC's case management team.
- Streamline client service inquiries (phone, voicemail, email, and in-person) to the appropriate case management team member.
- Serve on internal committees when requested.
- Perform additional related work as assigned by TLC's Director of Case Management.
- Coordinate and participate in TLC outreach events, services, and programs.
- Work occasionally at special events – on average 3 to 6 times per year.
- Work in the evenings during regular client service hours.
- Work occasionally on weekends – on average 3 to 6 times per year.



Essential Requirements and Responsibilities:

- A great sense of humor.
- Compassionate and caring personality.
- Love of continuous learning.
- Knowledge of TLC's Programs.
- Commitment to TLC's mission and values.
- Flexibility and adaptability to fit the needs of a wide range of cultures, peoples, and organizations.
- Capable of responding quickly and appropriately to sudden changes.
- 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.
- Experience working with a non-profit organization.
- Experience in program management.
- Desire to “give back” to the community.
- Ability to speak and understand Spanish at a conversational level.

Physical Demands:

The work is mostly sedentary with periods of light physical activity. Typical positions require workers to walk or stand for long periods; occasionally 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 properly and to use natural or aided vision and hearing.

Organizational Relationships:

Reports to TLC's Director of Case Management

Hours of Work:

This non-exempt position usually works 30 hours per week. We believe in work-life balance and are committed to keeping the workload in alignment with the true hours worked. This position supports critical onsite client services hours on Mondays & Thursdays from 11am - 1pm & 4pm - 6pm. A flexible schedule (outside of critical client services hours) is available, and past employees in this position have worked Monday through Thursday, with minimal or no hours on Fridays.

Rate of Pay:

Depending on experience, this position pays \$__18__ to \$__22__ per hour.

Health Insurance:

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

Paid Holidays:

TLC has 8 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	0.04
First anniversary date through year three of service	0.06
4th anniversary date through year six of service	0.08
7th anniversary date and above	0.10



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 a family-friendly team 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.

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 based on 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 while carrying out our mission.