

**WACCAMAW ECONOMIC OPPORTUNITY COUNCIL, INC.**  
Conway, South Carolina

**JOB DESCRIPTION**

JOB TITLE:	<u>CASE MANAGER</u>	GRADE:	<u>7</u>
COMPONENT:	<u>CSBG</u>	STATUS:	<u>Non-Exempt</u>
REPORTS TO:	<u>COMMUNITY SERVICES</u> <u>ASSISTANT PROGRAM DIRECTOR</u>	DATE REVISED:	<u>04/21/2021</u>

**I. INTRODUCTION:**

Under general supervision, provides basic economic assistance and casework services to include assessment, consultation and referral, and eligibility determination for Agency clients receiving STEP Up program services; assists with required processes for client tracking/monitoring in both manual and computerized methodologies to include any applicable follow-up activities; prepares all necessary program documentation; and disseminates program/agency information as appropriate. Keeps the Community Services Program Assistant Director and Director informed on any issue with the potential for a significant impact.

**II. DUTIES AND RESPONSIBILITIES:**

1. Determines eligibility of clients.
2. Prepares necessary forms/documentation for program services.
3. Conducts necessary follow-up tasks with clients to verify emergency and or assistance situation, to include home visits.
4. Coordinates services with other Human/Social Services Agencies as necessary to meet the emergency and assistance requests and to avoid duplication of services.
5. Assists in the data input, documentation and management of client tracking/monitoring processes using both manual and computerized methodologies as may be required by Agency and or program funding sources.
6. Works effectively and positively with other Agency programs staffs and with Local referral agencies regarding Agency programs and the dissemination of information.
7. Provides program advocacy, support and technical assistance to other staff for program assistance requirements.
8. Performs other assigned duties and or tasks as deemed necessary.

**III. SALARY RANGE:** From \$17.51 TO 26.19

**IV. QUALIFICATIONS:**

**ENTRY:**

1. The minimum requirements are an Associates Degree with one year experience; or a high school education and three years of clerical, social, human services, and or administrative work experiences; or the equivalent combination of education, training and work experiences.
2. The ability to effectively communicate both orally and in writing and in the presentation of and delivery of program reports.
3. The ability to coordinate and provide care that is safe, timely, effective, efficient, and client-centered
4. Demonstrate working knowledge in the usage of desktop computer system and computer entry of client data.
5. Handle case assignments, draft service plans, review case progress and determine case closure
6. Record cases information, complete accurately all necessary forms and produce statistical reports
7. Familiarization with data and/or assessment processes using manual and computerized methods.
8. Ability to travel in service area using Agency vehicle.
9. Possess a valid South Carolina driver's license.
10. May be required to travel from time to time using own personal vehicle.
11. Able to lift 30 pounds.

**DESIRABLE:**

1. Bachelor's Degree with emphasis in Family/Human/Social Services and one year of casework activities/human services work experiences.

Distribution

LIHEAP 50%  
CSBG 50%

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SIGNATURE

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DATE