

**CLIENT SUPPORT**  
**Job Description**

**Position:** Case Manager (two positions)

**Reports to:** Director of Client Services

This 25 hour a week position requires the ability to work with low-income populations, volunteers and donors. The candidate will have exemplary organizational skills and proficiency in creating and maintaining systems. The candidate will be able to work well with volunteers, donors and staff. The candidate must be able to work independently, exercise good judgment, respect client confidentiality and coordinate with other departments within Beverly Bootstraps and with a wide range of external people and organizations. The candidate will have computer proficiency, strong interpersonal skills and be able to manage multiple tasks.

**Position 1:** Evening hours will be required on Monday and Wednesday evenings.

**Position 2:** Evening hours will be required on Tuesday and Thursday evenings.

**Responsibilities**

**Case Management**

- Work closely with the Director of Client Services to develop policies necessary for effective coordination of client needs.
- Develop and implement action plans for each case and discuss with team through weekly meetings.
- Maintain accurate records.
- Conduct individual intakes, screen clients seeking services, conduct client program eligibility and assessment, identify community resources, provide advocacy and referral services.
- Respond and react to the current client needs; work closely with the Director of Client Services to implement and coordinate programs.
- Maintain close professional relationships and liaisons with local service organizations in the target area.
- Update and maintain client database.

**General Requirements**

- Assist in other Beverly Bootstraps Services programs when assigned.
- Act as resource for front desk staff and volunteers and cover front desk in case of absence.
- Adhere to the Beverly Bootstraps Security Plan and Procedures.

- Must comply with all policies and procedures as outlined in the Beverly Bootstraps Employee Handbook.
- Should proactively seek to understand and support the mission of Beverly Bootstraps and the “whole” department/agency function and needs.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Education and Experience**

- Graduation from four-year college or university with a degree in social work or a related field.
- Experience in Human Service Program.
- Or an equivalent combination of education and experience.
- Valid MA driver’s licenses.
- Successful CORI

### **Additional**

- Knowledge of Salesforce
- Multi-lingual preferred

### **Primary Physical Requirements:**

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl and taste or smell.

The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Beverly Bootstraps Community Services reserves the right to amend or add to this job description at any time.**

### **Statement of Non-Discrimination:**

Beverly Bootstraps believes that one of the great strengths of community is the rich diversity of its residents in race, religion, national origin, ethnicity, gender, sexual orientation, gender identity and expression, marital status, age, height, weight, physical or mental disability, veteran status, pregnancy, or any other protected characteristic as established by law. Beverly Bootstraps affirms publicly its moral and legal commitment to a policy of equal opportunity and non-discrimination in employment.