Job Title:	Case Manager	**Reports to:**	Associate Executive Director
Department:	Social Services	**FLSA Class:**	Non-Exempt
Position Type:	Full-time	**Travel:**	5%
Starting Salary	$22/hr.		The position includes fully paid individual health insurance and highly competitive retirement benefits.

SUMMARY:
The Case Manager is responsible for providing holistic case management and coordination services to individuals and families experiencing housing instability, eviction risk, or homelessness. This position ensures compliance with funding requirements, manages housing assistance applications from intake to disbursement, and supports clients in achieving housing stability and self-sufficiency. The role combines direct client service with fiscal oversight of grants and funding sources under the Social Services Department.

SPECIFIC RESPONSIBILITIES:
Case Management & Client Services

- Conduct intakes with tenants and landlords to determine eligibility and identify service needs.
- Provide one-on-one case management, including intake, assessments, goal planning, and follow-up.
- Process and review all housing assistance applications to ensure financial accuracy and program eligibility.
- Assist clients with housing searches, employment connections, and access to benefits and resources.
- Educate clients on tenant/landlord rights, eviction prevention, and the housing court process.
- Refer clients to financial counseling, legal aid, addiction recovery programs, and employment supports.
- Provide financial counseling to clients and facilitate repayment or budgeting plans when needed.
- Complete financial calculations and verify documentation for each funding source.
- Coordinate with the Controller, Planning Director, and other program staff to ensure funds are available and used appropriately
- Provide excellent customer service to clients, landlords, and community partners.
- Assist in developing and implementing landlord engagement and financial education plans.
- Manage referrals from community partners, schools, and internal programs.
- Attend and complete all required trainings (e.g., CoC Written Standards within 60 days of hire).

Record Keeping

- Maintain accurate and timely documentation in all required databases (e.g. HMIS, New Org, and physical and electronic client files, etc.).
- Maintain detailed and compliant client files
- Maintain up-to-date grant tracker logs.
- Gather and prepare documentation for grant-related reimbursement submissions.
- Ensure logs, files, and notes are accurate and complete.

Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES:
This position has no supervisory responsibilities.

COMPETENCIES:
The candidate must have proficiency in all of the following:

- Bachelor's degree in human services, social work, psychology, public health, or a related field (preferred).
- Bilingual (preferred)
- At least two year's related experience in a non-profit setting or equivalent.
- Knowledge of basic financial literacy.
- Excellent organizational, writing, communication, and problem-solving skills.
- Ability to manage challenging situations and crises, work independently and collaboratively.
- Demonstrated ability to provide one-on-one case management or coaching.
- Ability to work flexible hours, including evenings and weekends.
- Employee must be 18 years or older.
- Employee may not have an Indicated or Founded Child Abuse Offense.

GENERAL: This is a full-time, non-exempt position within New Bethany Inc. Social Services Department. The Case Manager/ Financial Case Coordinator plays a critical role in ensuring clients receive holistic, compassionate, and dignity-centered support in alignment with New Bethany's mission to house, heal, and help.

If interested, please send a cover letter and resume directly to Marc Rittle, Executive Director, at jmrittle@newbethany.org.