



**Job Title:** Case Manager  
**Classification:** Full time  
**Exempt Status:** Nonexempt  
**Reports to:** Support Services Manager  
**Department:** Support Services  
**Direct Reports:** None

Community Action Agency of Greater Kansas City is a nonprofit organization providing programs and services to low-income residents of Jackson, Platte and Clay counties, Missouri.

**Program Description:** The Case Manager works with individuals and/or families to alleviate housing-related health, safety hazards and deficiencies that cause multiple childhood diseases and injuries in the home. Will act as advocate for individuals and families as necessary and serve as liaison between CAAGKC and community partners.

**Minimum requirements:**

1. Bachelor degree in Social Work, Human Services, or a related field
2. Two (2) year experience providing human services to a comparable clientele
3. Experience working with the public
4. Ability to read, comprehend, and follow training manual guidelines and procedures
5. Excellent listening and assessment skills
6. Experience with email, facsimile machine, scanner and copier
7. Proficient in alpha-numeric filing, Microsoft Office products: word, excel, and outlook and ability to learn State agency database
8. Reliable transportation, valid driver license and maintain active car insurance

**Essential functions:**

1. Provide holistic and comprehensive case management services to all families including intake, assessment, goal setting, case plan development, monitoring, financial management advocacy and referrals.
2. Conduct home and/or office visits and counsel participants as required in order to maximize the availability of services to meet their needs
3. Document eligibility and input accurate data into State agency database
4. Inform clients of program guidelines, rights and responsibilities
5. Gather pertinent and accurate information from participants and household members to meet their service needs
6. Develop case management plans for participants including goals, strengths, priorities and plan of action
7. Verify and maintain accurate records and notes
8. Work independently or team setting and adhere to deadlines
9. Assist with food pantries including identifying location and maintaining contact with community partner
10. Maintain knowledge of programs and eligibility criteria
11. Perform excellent customer service to participants, staff and vendors by telephone, in person and/or in writing
12. Adjust to frequent change in duties and procedures



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13. Represent CAAGKC at special events, meetings and/or remote locations to collect and/or inform applicants of programs and services
14. Inform participants of other CAAGKC programs and services they may qualify for
15. Any other duties as assigned

**Physical Demands:**

Sitting	80%	Standing	10%
Bending	5%	Lifting	5% ability to lift at least 25 lbs. or less

Interested parties can forward their cover letter and resume to [hr@caagkc.org](mailto:hr@caagkc.org).

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**Print Name**

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**Signature**

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**Date**