



PLEASE POST

May 5, 2014

TO: ALL QUALIFIED APPLICANTS
FROM: Florence Hebert, **FHEBERT**
Human Resources Director

SUBJECT: Job Announcements

Total Community Action, Inc. currently has vacancies for the following positions:

Community Service Specialist III/Case Managers (**Specialized Population**)

IMPORTANT NOTE: The Community Service Specialist III/Case Manager is a full-time position.

Please post in a visible area to allow for the review of this job announcement

All interested and qualified applicants should submit: A TCA EMPLOYMENT APPLICATION, COVER LETTER and RESUME by either of the following:

Hand delivered to Total Community Action, Human Resources Department located at 1420 South Jefferson Davis Parkway, Room 204; OR mailed to TCA, P.O. Box 13848, New Orleans, LA 70185; OR e-mailed to keiona.white@tca-nola.org. Except for official TCA holidays, TCA offices are opened Monday through Friday, between the hours of 8:00 a.m. and 4:30 p.m. ALL REQUESTED INFORMATION MUST BE RECEIVED OR POSTMARKED BY **May 12, 2014.**

All applicants will receive consideration without regard to race, color, disability, age, religion, sex or national origin. An Equal Opportunity Employer - Male/Female

NOTE: BEFORE OFFER OF EMPLOYMENT IS MADE, SELECTED APPLICANT MUST SUBMIT TO & PASS SUBSTANCE ABUSE TESTS, UNDERGO A NEW ORLEANS POLICE CHECK, LOUISIANA STATE CRIMINAL BACKGROUND CHECK AND FINGERPRINTING IF REQUIRED. Selected applicant will be asked to bring in documents, to include social security card, birth certificate, applicable diploma/degree, certification(s), if required, and three (3) letters of reference.



JOB SPECIFICATIONS

JOB TITLE: Community Services Specialist III –

REPORTS TO: Community Services Specialist IV –Case Management Supervisor

LOCATION OF JOB: TCA - 1424 S. Jefferson Davis Parkway

SALARY RANGE: \$35,000 - \$ 45,000

SUMMARY OF JOB:

The Community Services Specialist III (CSSIII) serves as case manager/s/navigators for TCA services. The CSS III facilitates client assessments, service navigation assistance and the development of the individual action and self-sufficiency plan, and follow up. The CSS III is knowledgeable of the various programs that are administered by Total Community Action, Inc. (TCA) and he/she provides direct service at the center/department and provides referrals to appropriate supportive services. TCA Community Services Specialist III may work with the various target populations inclusive of but not limited to low income individuals and families enrolled in Self Sufficiency (Total Family), Family Stabilization, Homeless Prevention or Rehousing, a, Re-entry and Disconnected/Opportunity Youth. CSSS III possess the information technology skills to provide assistance through the use of programs that address the particular customer's needs.

JOB DUTIES:

Case Manager

1. Provides information and overview of the agency case management at the initiative's points of entry.
2. Supports a client case load of up to forty (40) active clients; determines program eligibility, and facilitates client assessments.
3. Facilitates with clients the development of the Individual Self Sufficiency Plans.
4. Provides referrals and negotiates supports necessary to address barriers to plan actualization.
5. Provides Intensive Case management and Supportive Case management services as appropriate dependent on client's needs.



Case Manager

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6. Establishes and maintains client files (electronic and hard copy) documenting plan progress, goal achievement.
7. Enters data and maintains client data in the all program specific data management systems.
8. Prepares and submits weekly/monthly activity reports.
9. Attend training and in-service to enhance and maintain knowledge and skills in case management techniques and programmatic services.
10. Performs all other duties as assigned.

QUALIFICATIONS

A Bachelor's Degree in Social Work, Guidance and Counseling required, licensure preferred. Applicant must have a minimum of three years' experience in case management. Individuals with experience in high risk and at-risk services, violence risk reduction, ex-offender services, workforce development, self-sufficiency planning and outcome measures preferred. Individual should possess proven verbal and written communication skills, with familiarity in public speaking. Individual must be proficient in the use of the computer and be able to satisfactorily pass a test of programs such as Microsoft Office and Excel, as well as web based data management systems. Individual should also possess good customer service skills in order to serve clients of the community and to work with city and state agencies, churches, social service organizations and diverse groups.