



## Case Manager

### STANDING TOGETHER TO DEFEND POTENTIAL

In a world of causes, we make a difference by creating professionally supported, one-to-one Matches for kids and teens who want to realize their full potential. Research proves that children enrolled in BBBS mentoring programs are more likely to improve in school and in their relationships with family and friends and are less likely to skip school or use illegal drugs or alcohol.

### POSITION SUMMARY

The Case Manager position is designed to serve three primary functions in the BBBS program: assessment, matching, and support. The primary role of this position is to build a relationship with the Big, Little and Parent to ensure the best quality support for all matches. In addition, BBBS Case Managers are expected to participate in agency special events, activities, and other agency endeavors. Evening and weekend work is required.

### DUTIES & RESPONSIBILITIES

- Conduct thorough assessments of clients and volunteers, including in-home interviews and written summary.
- Facilitate appropriate matches for each volunteer through assessment techniques.
- Provide on-going support, oversight, and evaluation for matches in the program within a required time frame to adhere to the standards of BBBSA in the BBBS information management system. This is done by providing coaching, encouragement, and advice to matches via phone, email, and/ or in person.
- Attend regular, required agency and team meetings and training for safety and best practices.
- Perform annual surveys, and create, update and document match goals, as needed.
- Complete match closures and required documents for match closures and/or match party updates.
- Assist with clothing donation collection as needed including meeting customers at donation locations.
- Assist with agency events including fundraising and match events.
- Organize the annual Adopt a Family holiday program.
- Create and post to social media accounts to promote matching and recruitment.
- All other duties as assigned.

### QUALIFICATIONS

Our ideal candidate will be a team player, who demonstrates a willingness to take on new tasks with a general attitude that no task is too small, impossible or cannot be improved. The position requires the ability to work autonomously, with outstanding customer service, and flexibility with a willingness to work as needed to accomplish job requirements. The ideal candidate will have excellent interpersonal skills and be able to clearly communicate through both written and verbal communication.

Candidates must also possess the ability to set and accomplish goals. Must be highly organized with the ability to multitask, implement systems and follow-up processes, able to effectively work under pressure, use independent judgment and produce a quality work product within tight time constraints. You should be able to work independently and also work well with a team as you will work alongside other team members including support staff in our Kansas City office.



### **EDUCATION, SKILLS AND EXPERIENCE**

- Bachelor's degree in human services, social work, psychology or counseling; or a bachelor's degree and at least two years paid professional relevant work experience; or an associate degree with four years of relevant work experience; or eight years of relevant work experience
- Experience working with youth strongly preferred
- All applicants must submit to and pass a background check

### **WORK ENVIRONMENT**

We are proud to offer competitive pay, a generous benefits package, ample vacation days, and a fun and flexible office environment. This position is based in Maryville, MO.

### **STARTING SALARY RANGE**

\$30,000 to \$38,000 annually depending on qualifications

### **TO APPLY**

Email a resume and cover letter to [lynette@bbbsnodaway.org](mailto:lynette@bbbsnodaway.org), or by mailing to PO Box 34, Maryville, MO 64468.

### **COVID-19 CONSIDERATIONS**

Effective September 13th, 2021, BBBS requires all new hires be fully vaccinated for COVID-19 prior to starting work. Prospective employees are considered fully vaccinated two weeks after the second dose of a two-dose vaccine (Moderna or Pfizer) or two weeks after a single-dose vaccine (Johnson & Johnson). BBBS will require proof of vaccination and consider requests for exemption from this requirement during the offer phase as a reasonable accommodation for medical reasons or sincerely held religious beliefs where the accommodation would not cause BBBS undue hardship or pose a direct threat to the health and safety of others.

### **EQUAL EMPLOYMENT OPPORTUNITY**

BBBS provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

BBBS is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.