

LAWRENCEVILLE



UNITED

### **Announcement of Open Position**

#### **Case Manager (25 hours/week)**

*Lawrenceville United is seeking a highly empathetic, culturally humble, organized, and persistent case manager to support residents in Lawrenceville and beyond with accessing various assistance programs.*

#### **About Lawrenceville United**

Lawrenceville United (LU) works to improve and protect the quality of life for all Lawrenceville residents. We envision a welcoming, diverse, and empowered community that works together to ensure all residents have what they need to thrive. For more information on LU, please visit [www.LUUnited.org](http://www.LUUnited.org).

#### **Summary of Position**

The Case Manager position is a new position and will be responsible for taking over various case management duties currently being performed by the Community Engagement & Program Manager and the Executive Director. With the COVID-19 pandemic, need in the community has skyrocketed, and Lawrenceville United has implemented a variety of supports and programs to support residents with those needs: free food distributions, the Neighbors In Need financial assistance program, the Buddy System mutual aid program, and more. LU also provides intensive support for residents to navigate and access the various assistance programs outside of LU, including: Emergency Rental Assistance Program (ERAP), utility assistance, LIHEAP, property/rent rebate, SNAP, CSFP, WIC, Senior Farmers Market Nutrition Program (SFMNP), Housing Opportunity Fund, eviction mediation programs, and more. Interventions are especially focused on housing: ERAP, eviction prevention, and rehousing support.

#### **Reporting Relationship**

The Case Manager will report to the Executive Director with support from the Community Engagement & Program Manager.

#### **Wage, Hours, Location**

The Case Manager position is 25 hours per week at \$16.50 per hour. Hours are flexible. Remote work is encouraged, but the position will likely require in-person meetings and home visits at times. Strict adherence to COVID-19 safety protocols is required. A phone reimbursement is available. We offer paid sick leave and a SIMPLE IRA with up to 3% matching funds.

#### **Responsibilities**

Case Management – these duties will be the primary responsibility of this position:

- Receive referrals from both internal and external sources, including up to 7 Emergency Rental Assistance Program referrals per month
- Make contact with clients, using persistence and creativity when barriers to communication are presented
- Support clients with assessing needs, identifying potential resources, determining eligibility, collecting necessary documentation, and completing applications
- Communicate with third parties, as necessary, to research resources, check status of applications, and advocate for clients
- Attend trainings and check-ins with resource providers and partners, as needed

- Keep documentation and records in compliance with HIPAA and other laws
- Be a friendly and professional support to clients during a challenging time

Program Coordination & Assistance – these duties will be a secondary responsibility of the position, as caseload and time permits:

- Conduct outreach and targeted marketing to make community aware of benefit programs, possibly including tabling at the Lawrenceville Farmers Market
- Assist with coordination of the Neighbors In Need (NIN) Program: prepare applications for the NIN Committee, communicate with Committee, facilitate meetings, and conduct follow-up, including preparing payment information and check requests
- Assist with creating Buddy System matches and communicating with participants
- Assist with coordinating Friday food distributions and managing volunteers for this and other food delivery programs
- Occasionally may be asked to deliver meals, fill in for regular volunteers, and other duties as assigned

### **Qualifications & Skills**

- Bachelor's Degree in Social Work, Psychology, Behavioral Science, or related field—or equivalent experience in case management
- Working knowledge of HIPAA, mandated reporting, and other relevant laws
- At least general understanding of various public benefit programs
- Experience working with diverse communities, including low-income residents, families, older adults, communities of color, immigrants/refugees, people with disabilities, members of LGBTQIA+ community, victims of abuse and violence, and people with mental illness
- Outstanding people skills, including empathy, cultural humility, communication skills, and ability to make complicated systems understandable and manageable
- Ability to use persistence and creativity to open doors and advocate for clients
- Ability to navigate a complicated and rapidly shifting patchwork of resources
- Excellent organization and record-keeping skills
- Ability to maintain professionalism and work as part of a team
- Training or experience in trauma-informed care preferred
- Experience working with (or ability to learn) Microsoft Office suite, Google Sheets, Salesforce, and email
- Must get Act 33, 34, and 73 clearances

### **To apply**

- Send cover letter and resume addressed to Dave Breingan at [HR@LUnited.org](mailto:HR@LUnited.org). Applications will be reviewed on a rolling basis.

*We strongly encourage applications from qualified individuals who bring diverse perspectives and represent marginalized communities, including Black, Indigenous, & People of Color; members of the LGBTQIA+ community; and people with disabilities. LU is an equal opportunity employer, committed to hiring and supporting an inclusive workforce.*