

CAREER OPPORTUNITY



Title: Next Steps Success Navigator/Case Manager

Hours: Full-time (37.5 per week, non-exempt position)

Brief Description:

Purpose of Position: Provides goal directed and self-sufficiency focused case-management services to clients engaged with the Next Steps program, including walk-in assistance, financial screening, and on-going case coordination. The Navigator will collaborate with the Program Manager in the training and supervision of department interns.

KEY RESPONSIBILITY AREA MAIN DUTIES (Not all inclusive)

I. Next Steps Case Coordination and Case Management

- Provides direct client services including screening, intakes, service planning and ongoing case management to referred consumers.
- Responds to phone inquiries for services and completes phone screenings as necessary to determine Next Steps service eligibility.
- Conducts assessments and creates individual goal setting plans with clients enrolled in the Next steps program.
- Works independently from a remote off-site location providing case management services and client outreach at partner educational institutions.
- Provides group cohort sessions to develop students' professional and social skills.
- Collaborates with the Next Steps Team Lead in training and supporting intern and volunteer staff.
- Maintains case records and keeps an updated list of open Next Steps cases.

II. Documentation and Reporting

- Appropriately documents client encounters utilizing computer-based case management software.
- Track data related to program and client outcomes including student retention and completion data.
- Maintains case files and ensures appropriate documentation of case notes, referrals, and units of services delivery.
- Maintains and updates records for clients receiving financial assistance.
- Completes necessary monthly reporting and participates in Quality Assurance Processes.

III. Teamwork and Professional Growth

- Attends and actively participates in agency and team meetings.
- Engages in academic-focused meetings with partner educational institutions at school campuses
- Participates in supervision for professional development and collaboration.
- Maintains flexible work hours to meet student needs
- Seeks to further own professional development through attendance in applicable workshops and trainings.
- Maintains individual licensure, if applicable

MINIMUM EDUCATION, KNOWLEDGE, AND EXPERIENCE:

- Bachelor's degree in related field preferred, or Associate's degree with related experience.
- At least two years related work/intern/volunteer experience

- Experience working with volunteers preferred
- Skills in client assessment
- Sound knowledge of community resources
- Sound interviewing and intervention skills
- Ability to plan and coordinate services
- Demonstrated leadership ability
- Ability to effectively work with other organizations in the community
- Effective written and oral communication skills
- Ability to work with diverse populations
- Willingness to work flexible hours
- Valid Ohio Driver's license, access to dependable transportation
- Commitment to CSSMV's mission and goals
- Knowledge of Catholic teachings and/or ability to acquire and function within that framework
- LSW preferred

All interested candidates should send a resume with salary requirement to: Human Resources Catholic Social Services of the Miami Valley, 922 W. Riverview Ave., Dayton OH 45402 Or e-mail to jobs@cssmv.org or fax to 222-6750