

The Salvation Army, an internationally recognized non-profit, faith-based organization, has an opening for a **Case Manager** at Central Oklahoma Area Command located in Oklahoma City, OK.

Job Summary

Provides social service assistance to eligible clients in the following areas: Primarily Utility Assistance and as needed food, lodging, clothing, furniture, and financial assistance. Interviews clients to determine need and eligibility to receive services; prepares accurate and complete client records; refers clients to community agencies and maintains effective working relationships with the same; ensures compliance with program policies and procedures.

Case Manager (70%)

Greets and interview clients requesting assistance to determine client's eligibility for assistance based on program guidelines and restrictions; records clients' disposition and other pertinent information such as income, expenses, family and work history; assists clients in completing applications for assistance; copies of picture ids, payroll statements, utility bills etc.

Prepares completes, and processes food, clothing, and furniture vouchers for eligible clients; directs clients to shelter kitchen, thrift store or distribution center for assistance.

May provide clients with food from pantry; receives and stocks items donated for the pantry; maintains an itemized account of pantry disbursements and inventory.

May locate and arrange temporary housing for eligible clients, contacts local lodges, homeless shelters, motels, churches, etc. for lodging.

May assist eligible clients needing transportation assistance based on medical or relocation needs; arranges transportation through bus- line and contacts family members, friends, churches for assistance.

Serves as liaison to other agencies to obtain/coordinate assistance on client's behalf; builds and maintains professional working relationships with community agencies.

Prepares and files client records in a timely manner ensuring all information is accurate and up to date; obtains signatures of clients as needed; reviews and tracks all client's records in order to determine if client is active or inactive; maintains confidentiality of client information.

Coordinates and collaborates with community agencies.

Prepares and maintains statistical records on all services provided; compiles and prepares monthly statistical reports; ensures the accuracy and completeness of the same.

Answers telephone in a courteous and tactful manner; assists clients by providing accurate and complete information regarding the social service program operations and/or services.

Other Responsibilities (30%)

Prepares, maintains, and balances bookkeeping records ensuring the accurate and timely accountability of funds; prepares and records checks for utility companies.

May serve as backup for Pantry Coordinator and Social Services Clerk as needed.

Performs other related work as required.

Materials and Equipment

Computer Copy Machine

Knowledge, Skills, and Abilities

Knowledge or general office practices and principles

Knowledge of social service practices and principles.

Ability to interview clients to evaluate and serve their needs.

Ability to determine client eligibility for program assistance based on specific program guidelines and restrictions.

Ability to build and maintain effective working relationships with the public and community agencies.

Ability to prepare accurate and complete client records, reports, and statistics.

Ability to meet attendance requirements.

Ability to read, write, and communicate the English language.

Ability to perform mathematical calculations.

Ability to type and keypunch information into computer.

Ability to sort and file documents alphabetically and numerically.

Ability to operate various general office equipment including a telephone, computer, and adding machine.

Ability to work well under the pressure of deadlines.

Ability to follow instructions and work independently with limited supervision.

Ability to work on multiple projects effectively and efficiently at the same time without becoming frustrated or disorganized.

MINIMUM QUALIFICATIONS NEEDED

Education and Experience

High school diploma or GED And two years' experience working in a social or public service environment with experience assisting the public, or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.

Certifications/Licenses

Valid Driver's License

Physical Requirements

Limited amount of physical effort required associated with walking, standing, lifting, and carrying light objects (less than 25 lbs.) 5- 10% of work time.

Duties are usually performed seated. Sitting may be relieved by brief or occasional periods of standing or walking.

Working Conditions

Work is performed in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, and the like.

Additional Comments:

All employees recognize The Salvation Army is a church and agree that they will do nothing as an employee of The Salvation Army to undermine its religious mission.

To apply, please do so through Indeed: [Case Manager Jobs, Employment in Oklahoma City, OK | Indeed.com](#)

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of disability.