



## JOB DESCRIPTION

**Position title: Case Manager**  
**Reports to: Director of Social Services**  
**Hours: FT 40/week**

**Department: Social Services**  
**Effective Date: March 2022**  
**Salary: Non-exempt \$20-24.50/hr**

### SUMMARY:

PROP is seeking a detail-oriented, community-minded individual to join a passionate and highly collaborative social service team as a Case Manager. We take pride in working within our values of client-centered compassion, integrity, and respect. We support an inclusive and collaborative culture with flexibility and a space for fun. Given our team's size, we are able to be flexible and agile in changing our programs and services to meet the needs of our community.

PROP Case Managers provide assessment and advocacy by connecting clients who need additional support and services to internal or community resources. In addition to being a point of contact with new clients of our food shelf, Case Managers work collaboratively with the Social Services team to partner with all clients, building relationships and supporting a path toward self-sufficiency and self-advocacy.

PROP Food Shelf is a nonprofit that has been caring for our neighbors in need for 50 years. We help 1,000+ Eden Prairie and Chanhassen families in financial distress meet their basic needs while providing additional services to help them on a path toward self-sufficiency. Through a food shelf, housing & emergency financial assistance, employment counseling, and other services PROP strengthens the community.

### POSITION RESPONSIBILITIES:

- Provide initial and annual intake and assessment of needs for clients of PROP.
- Conduct in-person and over the phone assessments to determine eligibility for housing, utilities, medical, youth scholarships, car repairs and other financial services.
- Provide short-term case management services to clients that include problem solving, crisis planning and goal development, advocacy, counseling, and follow-up.
- Keep detailed and appropriate case notes to assist with team collaboration.
- Distribute and track financial assistance according to organizational goals and in compliance with eligibility criteria, timelines, and dollars allotted as set by grant administrators.
- Collect relevant reporting data and input in ETO – our organization's client database software.
- Maintain up to date knowledge of and share relevant community services and resources.
- Provide leadership and direction to volunteers including interns, resource assistants, food pantry and office volunteers.
- Maintain a schedule that revolves around PROP's client hours; including **Wednesday evenings until 6:30pm**.
- Collaborate with faith community leaders, schools, and other social service agencies to coordinate support and outreach for client needs.
- Represent PROP on various task forces, panels, committees, management teams, and groups that relate to PROP's mission, vision and services as directed by Social Services Director or Executive Director.
- Attend networking meetings, educational trainings, and workshops as directed.
- Other projects and duties as assigned.

3/17/22

## EXPERIENCE/QUALIFICATIONS:

- Two or more years of case management or client/customer-facing work experience
- Excellent interpersonal skills (active listening, conflict resolution, informed consent, etc.)
- Experience with direct service to marginalized and under-resourced communities (some knowledge of emergency housing and financial programs in the 7-county Metro is preferred)
- Practiced attention to detail (particularly as it relates to accuracy in paperwork, calculations, and following guidelines)
- Lived experience or knowledge of historic and systemic oppression and the continuing impact on many cultural communities
- Computer skills in Microsoft Office and experience with data entry in database systems
- Ability to successfully work in a busy environment with complex, sometimes competing objectives
- Bilingual Spanish strongly preferred

## PROP PERKS:

Generous paid time off and holidays  
Health and Dental Insurance  
Simple IRA Plan

Life and short & long-term disability insurance  
Employee Assistance Plan  
Professional development opportunities

**HOW TO APPLY:** Qualified candidates should submit a resume and a cover letter that *specifically addresses requested experience and responsibilities* and tells us *why* you see yourself as a great match. Please send to [careers@propfood.org](mailto:careers@propfood.org) with the subject line "PROP Case Manager". Applicants will be screened as they are received and the position will be filled when the best candidate is identified. No phone calls, please.

**Physical Requirements:** This position works in an administrative office environment that is ADA compliant. Office hours are generally 8:00 a.m. to 4 p.m., with scheduling adjustments to accommodate program fulfillment. Wednesday evening shifts are required (4:00-6:30). Qualified candidates must be able to remain in a stationary position at least 50% of the time; the person in this position must operate a computer keyboard and other office machinery, such as a copy machine, printer, and telephone. The person in this position frequently communicates with staff and vendors and must exchange accurate information verbally, in writing, and by phone. The person in this position must have the ability to lift and carry 30 pounds safely, as well as the ability to walk, squat, and kneel.

**Equal Opportunity Employer:** It is the policy of PROP to provide an equal employment opportunity to all individuals. We value all employees' talents and support an environment that is inclusive and respectful. We are strongly committed to this policy and believe in the concept and spirit of the law. It is the policy of PROP to comply with all applicable laws that provide equal opportunity to all employees or applicants for employment without regard to race, color, creed, religious belief, gender, sexual orientation, national origin, age, marital status, status with respect to public assistance, disability, age, military status, genetic information, familial status or any other characteristic protected by applicable federal or state law.

People of color and people from other underrepresented communities are strongly encouraged to apply.

*PROP maintains a policy that all staff and volunteers must be fully vaccinated.*