



# POSITION ANNOUNCEMENT

To Provide Services, with Dignity and Respect, That Help People Become Self-Sufficient

[www.caoginc.org](http://www.caoginc.org)

**POSITION/TITLE:** Lead Case Manager

**POSITION LOCATION:** Services for Orleans & Genesee Counties, Office in Albion

**PAY/HOURS:** Range = \$38,480.00 - \$47,840.00

**QUESTIONS OR RESUME TO:**

*Human Resources*  
409 East State Street  
Albion, NY 14411  
[hr@caoginc.org](mailto:hr@caoginc.org) 585-589-5605 x104

RESPOND BY: Open until filled

Note: Internal Candidates may respond with a letter of interest.

**MAJOR RESPONSIBILITIES**

The Lead Case Manager will manage the Case Manager Team under the direction of the Community Support Director and will coordinate the Human Services needs of the Agency's customers by building supportive relationships with families to identify and resolve barriers to self-sufficiency.

- Responsible for oversight of the data integrity of all tracking systems that are used in case management process.
- Maintain applicable paper work, monthly reports, customer files and case notes for the individual and team that is being managed.  
Represent the Agency by serving on boards, committees and councils
- Responsible for the day to day operation of the imPowr system to include training, job aid development, staff support, system enhancements/upgrades, testing, monitoring and report generation.
- Manage the day to day activities and needs of the Case Managers.
- Act as main point of contact and communication source for the Case Managers.
- Coach, develop and maintain staff development plans to enhance and strengthen skills of the Case Managers.
- Support case managers and/or customers with coordinating and completing intake process including goal setting, customer follow up and reporting of outcomes.
- Work collaboratively with agency staff and community partners to establish clear communication to effectively respond to the needs of customers.

**MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

- Associates Degree or higher from an accredited two-year college with a major in Human Services or related field and at least one year of experience.

This position requires a valid driver's license, an acceptable driving record, and acceptable insurance coverage limits per agency policies.

Community Action is an Equal Opportunity Employer

EEO Contact Person: Lisa Elschker-HR  
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