



## Job Description

**Job Title:** Outreach/Case Manager

**Department:** CSBG

**Reports To:** CSBG Director

**FLSA Status:** Non-Exempt

**OSHA Category:** 3

**Summary:** A CSBG (Community Services Block Grant) Outreach/Case Manager provides a range of services, including outreach, case management, and advocacy, to help individuals and families achieve self-sufficiency. This role involves assessing needs, developing individualized service plans, connecting clients with resources, monitoring progress, and maintaining accurate records.

### Essential Duties and Responsibilities:

- Assist Outreach Coordinator in creating a needs assessment for designated area.
- Identifying individuals and communities in need, conducting outreach, and assessing their specific needs.
- Connecting individuals with relevant services, such as healthcare, housing, education, and social support programs.
- Providing direct support, such as counseling, case management, or educational programs, based on the needs of the individuals and communities served.
- Working with local organizations, service providers, and community leaders to coordinate efforts and maximize impact.
- Representing the needs and interests of individuals and communities and advocating for their access to resources and services.
- Contributing to the planning, implementation, and evaluation of outreach programs.
- Maintaining accurate records of client interactions, program activities, and outcomes.
- Referring clients to agencies that can provide additional services they may require.
- Guiding clients toward developing life management skills.
- Collecting data to evaluate the success of support programs and identifying innovations for new programs.
- Offering educational opportunities, including tutoring and after-school programs.
- Helping clients on their journey to attain self-sufficiency.
- Assisting clients in maintaining financial accounts or applying for financial help such as government grants and student loans.

*Mission Statement: "Working together with individuals, families, and communities to provide resources for a better life"*

ALL PERSONNEL ARE AT WILL EMPLOYEES

MountainHeart Community Services, Inc. is an Equal Opportunity Employer

July 10, 2025

- Organizing awareness campaigns for community issues, such as homelessness and substance addiction.
- Collaborating with government agencies and other community organizations to coordinate educational programs.
- Encouraging and supporting community members to volunteer and become active community leaders.
- Entering data into LITT.
- Maintain confidentiality.
- Other duties as assigned.

**Supervisory Responsibilities:** This position has no supervisory responsibilities.

### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

- Quantity - Completes work in a timely manner; works quickly.
- Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work when scheduled and on time.
- Dependability - Follows instructions, responds to management direction.
- Empathy – Values the feelings of others to ensure pleasant workplace relationships and customer satisfaction.
- Teamwork – Go above and beyond your essential task and collaborate with colleagues to achieve agency goals and results.

### **Core Values**

To perform this job successfully, you must adhere to the agencies core values:

- |                      |                 |
|----------------------|-----------------|
| • Empathy/Compassion | • Inclusiveness |
| • Teamwork           | • Considerate   |
| • Equality           | • Innovation    |
| • Respect            | • Ethics        |

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements described are representative of the knowledge, skill and/or ability required. Some computer skills including knowledge of Microsoft Word, Excel, Power Point and PATH. Excellent telephone and communication skills. Ability to maintain and operate office equipment. Maintain a safe, clean, and functional office work environment. Must have good memory and listening skills.

*Mission Statement: "Working together with individuals, families, and communities to provide resources for a better life"*

ALL PERSONNEL ARE AT WILL EMPLOYEES  
 MountainHeart Community Services, Inc. is an Equal Opportunity Employer  
 July 10, 2025

**Education and/or Experience:**

Must have a High School Diploma or GED.

Must have a valid West Virginia driver's license; clear criminal background with no charges related to child abuse or neglect, domestic abuse or drug abuse; and APS/CPS check. Must be bondable.

**Language Skills:**

Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from clients, customers, and the public.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand. The employee is frequently required to sit, reach, hear and talk. The employee may occasionally lift and/or move up to 25 pounds.

**Work Environment:**

The noise level in the work environment is usually quiet with the inside temperature in offices kept at a comfortable level of 70 degrees.

Travel within the service delivery area is required. The employee may also be required to travel within and outside of the State of West Virginia. Nontraditional work hours may be required to meet the contractual obligations.

---

Employee Signature

Date

*Mission Statement: "Working together with individuals, families, and communities to provide resources for a better life"*

ALL PERSONNEL ARE AT WILL EMPLOYEES  
MountainHeart Community Services, Inc. is an Equal Opportunity Employer  
July 10, 2025