



## Human Resources

Oakland Livingston Human Service Agency

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## CASE MANAGER II

**Division:** Community & Energy Services

**Department:** Welcome Center Services

**Supervisor:** Deputy Director for Welcome Center Services

**FLSA Status:** Non Exempt – Non Union

### Job Mission:

To provide extensive strength-based case management to OLHSA clients within Oakland County that meet the ALICE (Asset Limited, Income Constrained, and Employed) population criteria and assess their eligibility for all services. Provide resources and assistance to meet their immediate needs and to help them achieve self-sufficiency.

### Performance Standards:

1. Provide extensive strength-based case management for Oakland County clients seeking services that meet the ALICE criteria. Including but not limited to internal/external referrals, resources and/or intake assistance.
2. Promote OLHSA programs and services at community outreach events and gather external information to provide resources for clients.
3. Conduct intake assessments of clients that meet the ALICE criteria to determine their eligibility for all OLHSA programs. Ensure that linkages are made while meeting quality standards.
4. Ensure timely responses to client's needs. Including but not limited to off-site face-to-face meetings, emails, and telephone calls for assessment and follow-up.
5. Ensure that all client information is properly documented using OLHSA's database system EmpowOR in accordance with federal, state, and OLHSA requirements and policies.
6. Assist supervisor with ensuring client applications are accurate by conducting file audits and running reports.
7. Act as a liaison for all programs and services to support Welcome Center Staff.
8. Carry out all other duties as assigned by supervisor.

### Qualifications:

1. Associate's Degree or 3 years of experience in providing case management required; Bachelor's Degree in human service field preferred.
2. One (1) year case management experience required.
3. Two (2) years of experience working with computer applications and customer tracking database systems required.
4. Bilingual in English and Spanish preferred.
5. Ability to work periodic evenings and weekends required.
6. Valid Michigan Driver's License, reliable vehicle with current automobile insurance.

### Hours & Wage:

\$17.97 per hour (minimum)

40 hours per week, 52 weeks per year

### Location:

Pontiac

## **Physical Job Description**

### **Job Requirements in an 8 hour day:**

1. Sit: 5 hours
2. Stand: 1 hour-
3. Walk: 1 hour
4. Bend/Stoop: 1 hour

### **Movements:**

1. Crawl: No
2. Reach Above: Yes
3. Crouch: Yes
4. Balancing: Yes
5. Squat: Yes
6. Climb: Yes
7. Shoulder level: Yes
8. Kneel: Yes
9. Pushing: Yes-
10. Weight carried: 26 to 50 lbs.
11. Weight lifted: 26 to 50 lbs.