

**Community Action Program of East Central Oregon  
(CAPECO)  
Job Description**

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| <b>POSITION:</b>          | <b>CASE MANAGER</b>  |
| <b>Supervised by:</b>     | Program Manager & Director of Programs   |
| <b>Department:</b>        | Housing Stability  |
| <b>Classification:</b>    | Regular Full Time  |
| <b>Position Status:</b>   | Non-Exempt   |
| <b>Location:</b>          | Pendleton Main Office  |
| <b>Salary Level/Wage:</b> | Range 13 - \$2,874   |
| <b>Benefits:</b>          | Health, Dental, RX, Vision, FSA, Life Insurance, 401K Plan,<br>Vacation, Sick and Holidays |

**HOW TO APPLY:**

To apply for this position we must receive a completed CAPECO application. An application can be found by visiting our website at CAPECO-WORKS.ORG or picked up at our Main Office located at 721 SE 3rd Street, Suite D, Pendleton, OR 97801. Cover Letters and Resumes may also be included, but will not be accepted without an application.

Please return the completed application, optional resume, cover letter and any other required documents to: 721 SE 3rd Street, Suite D, Pendleton, OR 97801 or [hr@capeco-works.org](mailto:hr@capeco-works.org). Please send it attention Human Resources if you are sending by mail.

**POSITION OVERVIEW:**

Determines client eligibility, performs client assessment, assist households with goal setting, meets regularly with households enrolled in program and renders professional management of client caseload in the Community Services Department. Responsible for developing, implementing and scheduling workshops, educational training sessions and similar seminars based on teaching skills that promote self-reliance. Assist in the delivery of all services available in office.

**ESSENTIAL JOB FUNCTIONS:**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. Other duties, responsibilities and activities may change or be assigned at any time with or without notice. To perform this job successfully, an individual must be able to perform each essential function satisfactorily with or without reasonable accommodation.

- Provide energy assistance, emergency crisis intervention services and food program services as needed.

- Complete HQS and habitability inspections in accordance with HUD guidelines.
- Determine appropriate funding sources for participants and complete necessary documentation/rental contracts to provide ongoing housing assistance. Execute all contracts and financial documentation in a timely manner.
- Work intensely with households to achieve a greater level of self-reliance through goal setting, coaching, budget counseling, debt consolidation, and coordinating services with other community providers.
- Maintain client records in written form and on the computer.
- Provide intake, gather loan documents for state underwriters, act as liaison between state and homeowners for eligibility and ongoing support, and act as loan officer for mortgage programs.
- Ensure timely and accurate completion of all required reports substantiated by explicit documentation according to program specifications.
- Maintain financial records that document funding income and expenses.
- Create new curriculum and conduct various educational training sessions, which deal with relevant life skills. The purpose of these sessions is to assist clients in obtaining their goals.
- Develop and build relationships with landlords through community events and outreach efforts.
- Coordinate and collaborate with area partners and possess knowledge of services they render and advocate for the provision of said services to program clients, with the goal of addressing all needs in a holistic manner.
- Lead the community in organizing efforts to address the root causes of homelessness throughout CAPECO's service area through Project Community Connect events, Home for Hope Coalition meetings, and the development and implementation of the county's 10 Year Plan to End Homelessness. Provide educational opportunities to the larger community on the reality of homelessness in rural Oregon.
- Attend community meetings as they pertain to poverty, housing and homelessness.
- Performs other duties as assigned.

### **REQUIRED KNOWLEDGE, SKILLS, ABILITIES & MINIMUM QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position.

- Associate degree in related field which can be substituted for three years of comparable experience and/or training or equivalent combination of education and experience.
- Excellent communication, interpersonal, and customer service skills and legible handwriting.
- Previous experience interviewing and/or determining client eligibility or customer service environment will be considered.
- Computer experience and typing skills; have a working knowledge of Word and Excel.

### **WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

The physical demand and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee is

occasionally required to bend, kneel and crouch. Specific vision abilities required by this job include close vision and distance vision. The noise level in the work environment is usually moderate. The employee must occasionally lift, and/or carry/move objects up to 50 pounds.

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, smart phones, photocopiers/scanners, shredders and filing cabinets.

**SPECIAL REQUIREMENTS:**

- Must pass a criminal history background investigation; however a conviction of a crime may not necessarily disqualify an individual from this position.
- CAPECO is a drug free workplace and pre-employment drug screening will be required.
- Possession of or ability to obtain a valid Oregon Driver's License and insurable driving record is required.

THE ABOVE JOB DESCRIPTION has been discussed with me, and I accept all responsibilities and can perform all duties with or without reasonable accommodations as outlined above.

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SIGNATURE

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DATE

**EQUAL OPPORTUNITY EMPLOYER**