



## Case Manager II

- Pay Level: \$19.21 per hour
- Hours: 40 hours per week
- Locations: Remote

The Housing the Community Services department is hiring a 40 hour/week Case Manager IIs for the Wisconsin Emergency Rental Assistance program. This position is responsible for providing case management to individuals and families, support, advocacy, and referral. Enables clients to receive a full range of appropriate services in an efficient, and effective manner. To thrive in this role the ideal candidate should have a bachelors degree, one to two years previous experience, or a combination of education and experience. Full job description is attached.

Benefits package includes:

- |                                     |                             |
|-------------------------------------|-----------------------------|
| - Health insurance                  | - Holiday pay               |
| - Dental insurance                  | - Vacation pay              |
| - Vision insurance                  | - Sick pay                  |
| - Flexible Spending Account         | - Personal holiday pay      |
| - Health Savings Account            | - Hazardous weather pay     |
| - Employer sponsored life insurance | - Annual increases          |
| - Employer-matched retirement plan  | - Advancement opportunities |

Couleecap is committed to hiring a diverse workforce from a wide range of backgrounds to enhance our organization and bring fresh ideas and perspectives to our agency.

**To apply complete the ranking questions below and submit with a resume to  
Courtney Messer at [courtney.messer@couleecap.org](mailto:courtney.messer@couleecap.org),  
mail to 201 Melby St., Westby, WI 54667, or fax 608-634-3134.**

### **Ranking Questions:**

1. Describe your experience providing support, information, and advocacy services to individuals and families who are low-income, homeless, or challenged in some way.
2. Describe your experience interviewing clients, verifying income sources, and determining program eligibility.
3. Describe your strengths as a communicator. Give an example of an experience when your written and oral communication skills were utilized and recognized as valuable.
4. Describe your educational background, training, and/or experience that will help you be successful in this position.

**Application Packet Deadline: Thursday, October 28, 2021 by 2:00 pm**  
**For more information, please visit our website at: [www.couleecap.org](http://www.couleecap.org)**



# COULEECAP

## Job Description: Case Manager II

SALARY LEVEL: Grade 20

DATE: August 2017

**SUMMARY:** Responsible for providing case management to individuals and families; includes needs assessment, service plan development, monitoring, support, advocacy and referral. Responsible for enabling clients to receive a full range of appropriate services in a planned, coordinated, efficient and effective manner. The work is performed under the general supervision of a supervisor; however, the employee is expected to exercise initiative, creativity and good judgment in carrying out duties. The employee must be available for flexible work hours.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Supports and upholds Couleecap's mission to fight poverty and promote self-sufficiency for individuals by helping to identify needs, mobilize resources, and provide quality services.

Recruit and enroll program participants. Process applications, including interview and verifications.

Provides assessment/individual service planning and ongoing follow-up for clients.

Develops contracts with clients to achieve goals, establishing short- and long-term goals.

Provides support services required to achieve goals.

Acts as advocate for clients receiving case management services; making referrals to other services as appropriate.

Establishes and maintains communication with other agencies and staff involved with clients.

Communicate with landlords and negotiate leases.

Attends meetings and trainings.

Keeps records and prepares reports.

Works as a member of a team to provide effective, quality services.

Assist in evaluation of programs. Assist in development of programs and services.

**SUPERVISORY RESPONSIBILITIES:** None.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:** Requires completion of a baccalaureate degree in a college or university or 1 to 2 years' previous experience; or equivalent combination of education and experience. Education in Human Services related field preferred.

**LANGUAGE SKILLS:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**MATHEMATICAL SKILLS:** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**REASONING ABILITY:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Access to reliable, licensed, insured driver and transportation.

**OTHER SKILLS and ABILITIES:** Good knowledge of the available services in the current service system. Ability to establish and maintain good working relationships with clients, family members, professional staff and the community is essential. Computer experience. Residency in the service area is preferred.

**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 sit and talk or hear. The employee frequently is required to stand and walk. The employee is occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

# AFFIRMATIVE ACTION SURVEY

Couleecap, Inc. is an equal opportunity employer and strives to comply with all government regulations and affirmative action responsibilities. Applicants are considered for all positions and employees are treated during employment without regard to race, color, sex, national origin, age, marital or veteran status, sexual orientation, or disabling condition.

We are required to collect data on this questionnaire for record keeping and to document affirmative action efforts. While your reply will be most helpful to us in carrying out our administrative responsibilities, return of this form is entirely voluntary.

**This questionnaire will be detached from your application upon receipt. This information will not be seen or used by people involved in screening or in the interviewing processes for applicants. This data will be kept in a confidential file separate from your job application.**

Thank you for your cooperation!

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I chose to NOT complete this form.

1. Position Applied for: \_\_\_\_\_ Date \_\_\_\_\_

2. How did you first find out about this job opening?

- |                                     |                         |
|-------------------------------------|-------------------------|
| _____ Advertisement                 | _____ Friend/Relative   |
| _____ Job Service                   | _____ Walk-In/Inquiry   |
| _____ From an employee of Couleecap | _____ Internet          |
| _____ I am an employee of Couleecap | _____ Couleecap website |
| _____ Other                         |                         |

3. Gender: \_\_\_\_\_ Male \_\_\_\_\_ Female \_\_\_\_\_

4. Age 40 or Older: \_\_\_\_\_ Yes \_\_\_\_\_ No

5. Race:

- |                                   |   |
|-----------------------------------|---|
| _____ African American or African | _____ American Indian or Alaska Native          |
| _____ Asian                       | _____ Native Hawaiian or Other Pacific Islander |
| _____ White                       | _____ Other Race                                |
| _____ Two or more races           | _____ Unknown                                   |

Ethnicity:

\_\_\_\_\_ Hispanic/Latino \_\_\_\_\_ Not Hispanic/Latino \_\_\_\_\_ Unknown

6. Disability or Handicap: \_\_\_\_\_ Yes \_\_\_\_\_ No (Please DO NOT tell us the disability or handicap you have – just whether or not you have a disability or handicap or perceive yourself as having one)

7. Veteran: Yes No Vietnam Era Veteran: Yes No

COULEECAP IS AN EQUAL OPPORTUNITY EMPLOYER AND SERVICE PROVIDER. AUXILIARY AIDES AND SERVICES AVAILABLE UPON REQUEST.