



Starting Over, Inc.
6355 Riverside Ave., Riverside CA 92506
www.startingoverinc.org

JOB TITLE
Outreach Case Manager
\$19/hr - \$24/hr

Job Summary:

The Outreach Case Manager will serve as a critical link between individuals in need and the services provided by our organization. Your primary responsibility will be to assess clients' needs, develop personalized action plans, and connect them with appropriate resources and support. You will work closely with clients, community organizations, and service providers to ensure a coordinated and effective approach to addressing individual needs and facilitating positive outcomes. This role requires excellent interpersonal skills, strong case management abilities, and a passion for helping vulnerable populations.

General Duties:

Conduct comprehensive assessments to identify clients' needs, strengths, and barriers to self-sufficiency. Develop individualized action plans in collaboration with clients, focusing on short-term and long-term goals. Regularly review and update action plans based on clients' progress and changing circumstances. Attend relevant meetings, workshops, and training to stay informed about community resources and best practices in case management. Flexibility to work on Saturdays is desired.

Job Qualifications:

Bachelor's degree in communications, marketing, public relations, or a related field (or equivalent experience). Previous experience in outreach, community engagement, or public relations, preferably within a non-profit organization. Knowledge of fundraising principles and strategies is a plus. Passion for the organization's mission and commitment to making a positive impact in the community. Research and maintain up-to-date knowledge of community resources, including housing, healthcare, employment, education, and social services.

Identify and refer clients to appropriate resources, programs, and services based on their specific needs and eligibility criteria. Collaborate with community organizations and service providers to coordinate and facilitate access to necessary support. Provide ongoing case management to clients, including regular check-ins, goal setting, and progress monitoring. Advocate on behalf of clients to ensure they receive necessary services and benefits. Offer emotional support, crisis intervention, and referrals to counseling or mental health services as needed. Maintain accurate and up-to-date client records and case notes, adhering to confidentiality and privacy policies. Prepare reports and documentation required by funders, regulatory agencies, and internal stakeholders. Monitor and evaluate client outcomes and program effectiveness, identifying areas for improvement.

Skills:

Effective verbal and written communication skills.

Competent with Microsoft Office, Gmail suite, and data entry.

Strong leadership and team management skills.

Previous experience in case management, social services, or a related field, preferably working with vulnerable populations.

Ability to work independently and as part of a team.

Ability to work with empathy, compassion, and maintain professional boundaries.

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