



TITLE: Case Manager

LOCATION: Main Campus

REPORTS TO: Program Manager

EMPLOYMENT STATUS: Full-time, Non-exempt OR
Exempt (see below)

JOB OVERVIEW

MISSION

The mission of SA Hope Center is to love people well by empowering them to meet their own needs through wrap-around case management and wrap-around social services.

VISION

End generational poverty.

SA HOPE CENTER OVERVIEW

Founded in 2001, the SA Hope Center (SAHC) is a faith-based organization that provides compassionate help for families and individuals experiencing poverty, hunger, joblessness, and many other crisis situations. We equip our participants with skills in a relational, empowering, spiritual, and supportive environment with the goal of breaking the cycle of poverty in a holistic way.

The SA Hope Center has a special culture that is deeply rooted in our mission and faith. Our team encourages and provides deep, core values-based work and spiritual growth of team members. Our team is community and client-focused, fast-paced, professional, compassionate, growth-oriented, and innovative. We are committed to high performance standards and best practices so we can focus on mission fulfillment.

BENEFITS

SA Hope offers:

- Health (plus company contribution), dental, and vision insurance
- Company-paid benefits including LTD, life and AD&D
- Retirement plan plus company match up to 3% after the first year
- Paid time off (PTO)
- Paid holidays, including one floating holiday
- Quarterly paid mental health days
- Phone stipend (for applicable positions)

POSITION SUMMARY

SA Hope Center is hiring for the Case Manager role at its Main Campus. This posting will be filled at one of two levels, Case Manager I or Case Manager II, based on the candidate's education and experience. Both levels help individuals and their support systems evaluate and understand their care options and support participants in creating and achieving individualized goals.

Case Manager II carries additional professional autonomy and independent judgment consistent with a formal social work education. The Case Manager I operates under closer supervision while building toward that credential, with a defined path to advance to Case Manager II upon completing a qualifying degree.

Both roles establish and promote the culture and vision of SA Hope Center's core values of empowerment, relationships, diversity, and compassionate service.

This posting covers two distinct classifications. Please review both sets of qualifications below; candidates will be considered for the level that matches their education and experience.

CASE MANAGER I – Full-Time, Non-Exempt

PAY RANGE & FUNDING

\$18.00 - \$21.50 per hour depending on experience

This position may be funded in whole or in part by grant funding. Continuation of this role beyond the current funding period is not guaranteed and is contingent upon the availability of grant or other funding.

EDUCATION & EXPERIENCE

- High school diploma or equivalent required. Coursework toward a degree in social work, human services, psychology, or a related field is a plus but not required.
- Minimum 6 months' experience working with a non-profit, at-risk families, and/or individuals in crisis required.
- Case Managers I pursuing a BSW or MSW are encouraged to continue their education and may be considered for advancement to Case Manager II upon completion of a qualifying degree.

CASE MANAGER II – Full-Time, Exempt

PAY RANGE & FUNDING

\$44,990.40 - \$58,198.40 annually, paid on a salary basis, depending on experience

This position may be funded in whole or in part by grant funding. Continuation of this role beyond the current funding period is not guaranteed and is contingent upon the availability of grant or other funding.

ADDITIONAL ESSENTIAL RESPONSIBILITY — CASE MANAGER II ONLY

- Advise program managers and leadership on policies and procedures in accordance with professional standards for licensed and educated social workers.

EDUCATION & EXPERIENCE

- Master of Social Work (MSW) or Bachelor of Social Work (BSW) from a CSWE-accredited program required. A bachelor's degree in a closely related behavioral science field (e.g., human services, counseling or psychology) will be considered only where the program included a minimum of 30 semester hours concentrated in human development, family intervention, or diagnostic and therapeutic techniques.
- Minimum 6 months' experience working with a nonprofit, at-risk families, and/or individuals in crisis required

ADDITIONAL INFORMATION

ADDITIONAL RESPONSIBILITIES

- Educate participants on SA Hope programs and services.
- Meet participants at least monthly, or more frequently depending on participants' needs, to ensure engagement in the program.

- Participate in ongoing training, staff meetings, and professional development opportunities.
- Regular and reliable attendance, including staff meetings, is an essential job function.
- Perform other related duties as assigned, including participating in events.

ABILITIES

- Bilingual in English and Spanish preferred
- Strong time management skills and the ability to multi-task, prioritize, and exercise sound judgment in a fast-paced environment.
- Strong organization and planning skills
- Working knowledge of trauma-informed care
- Build relationships and work cohesively as a team
- Problem-solve, remain composed and effective in stressful situations
- Ability to adapt quickly and learn how to apply new methods and tools
- Work in a variety of settings with culturally diverse families and communities with the ability to be culturally sensitive and appropriate
- Maintain high standards of confidentiality
- Motive others to achieve goals
- Proficient with data management, information systems, and Microsoft Suite products
- Strong written and verbal communication skills
- Ability to set work priorities and evaluate and create solutions to work-related problems

CHARACTERISTICS

- Hungry, humble, and smart- as defined by P. Lencioni in The Ideal Team Player
- Strong personal integrity
- Positive and transformative leadership
- Firm grasp and complete embrace of ministry vision and mission

PHYSICAL DEMANDS

Physical requirements include occasional lifting/carrying of 40 pounds, maneuvering in public spaces, visual acuity, speech and hearing, hand and eye coordination, and manual dexterity necessary to operate a computer keyboard and essential office equipment. Subject to sitting, standing, reaching, walking, twisting, and kneeling to perform the essential functions. Working conditions are primarily inside an office environment or field environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

If interested in applying, please submit your Cover Letter and Resume via email to:

Elizabeth Reininger, HR Advisor

Elizabeth@novumsp.com

No phone calls will be taken. If you have questions, please email.

SA Hope Center is an Equal Opportunity Employer