

**Erie DAWN, Inc.**  
**CASE MANAGER – FULL TIME - POSITION DESCRIPTION**

**POSITION:** Case Manager – Full Time

**EFFECTIVE DATE:** 2025

**REPORTS TO:** Director of Client Services & Programs & Executive Director

**STATUS:** Full Time, 40 Hours Weekly, Monday through Friday, with some evening and weekend hours as scheduled. 5 PTO days a year after successful completion of 90 Day probationary period. \$35,500 starting salary rate. Health insurance, including vision and dental, offered. This is a non-clinical position. This position is voluntary/non-contractual. This position does not offer a remote option; all services are provided at the Erie DAWN administrative office location.

**SUMMARY:** The Erie DAWN (Dwellings and Advocacy for Women in Need) Mission Statement is “Rooted in the belief that all people have the right to live in a setting that safeguards human dignity, Erie DAWN in partnership with area landlords provides safe, affordable, independent, transitional housing and permanent housing resources for low-income women with or without children. Advocacy and support services are provided so these women can continue to be productive members of the community.”

The Case Manager is responsible for participant screenings, intakes, assessments, supportive resources, and referrals. This person will meet with participants to oversee goal-planning, housing needs, and assist with financial budget meetings. This position works closely with the Director of Client Services & Programs and the Case Management team to support the organization’s mission and goals. Excellent attention to detail, written skills, communication skills (verbal and listening), and being a team player is vital to this position. This person should be able to work independently, take initiative, and know how to creatively problem-solve to address ongoing participant needs and obstacles as they arise.

**QUALIFICATIONS:**

**Must Possess:**

1. Minimum of a bachelor’s degree in social work, psychology, public health, criminal justice, public administration or related field, or the equivalent experience required, OR a minimum of two (2) years related experience (e.g., case management, drug/alcohol and mental health treatment and counseling) is preferred.
2. Ability and willingness to work a flexible full-time schedule of at least forty (40) hours per week. Some weekends and after hours may be necessary to meet the needs of the organization, the program/participant needs, and fundraising events.
3. Act 33, Act 34 clearances, and FBI Identity History Summary Check.
4. Current and valid driver’s license and maintain accordingly. Must have a dependable vehicle.
5. Excellent written and verbal communication including reflective listening, ability to process, assess and evaluate detailed information presented, and strong attention to detail in written files and participant review meetings.
6. Strong skillset in areas such as organizing, analyzing, advocating, motivating, decision-making, planning, coordinating schedule, adhering to deadlines.
7. Strong commitment to the organization, mission statement, and the women in the Erie DAWN programs and willingness to be a positive Erie DAWN ambassador and leader.
8. Knowledge of local services such as housing resources, drug and alcohol, mental health, human services, and crisis management services with a strong understanding of women’s

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issues, single mothers, homelessness, recovery, mental health, substance abuse, domestic violence, etc.

9. Willingness and ability to engage in continuing education to enhance skillset, job roles, and responsibilities.
10. Ability to network with community agencies to foster strong, positive relationships and participate in ongoing collaborative projects.
11. Trustworthy, critical thinker, sound judgment, and able to respond to emergency client and/or housing situations.

**Must Be Able To:**

1. Understand and consistently follow agency and departmental policies and procedures.
2. Collaborate and work as a team player.
3. Work independently and take initiative throughout the day without prompting.
4. Promptly arrive as scheduled and be available for client needs and appointments.
5. Recognize concerns and appropriately address/report according to Erie DAWN established policies and procedures.
6. Follow directives as set forth by the Executive Director and/or Director of Client Services & Programs.
7. Meet all established goals and deadlines in a timely manner.
8. Answer and direct incoming phone calls to appropriate staff.
9. Take initiative on routine office and administrative responsibilities.
10. Maintain accurate, detailed, and timely records (e.g., case notes, client files, etc.) and complete all required paperwork and reports on an on-going basis.
11. Operate miscellaneous office machinery and equipment, including, but not limited to, personal computer and related software (PowerPoint, Excel, Teams, Zoom, MS Word, Outlook), printer, copier, fax machine, scanner, and multi-line phone.
12. Develop knowledge of all organizational programs, processes, goals, resources, and vendors.
13. Provide advocacy, compassion, and resources to participants in difficult and/or sensitive/emotional situations.
14. Maintain all client, staff, and agency information and records confidentiality.
15. Must be able to lift up to 50 pounds.

**ESSENTIAL POSITION FUNCTIONS AND ACCOUNTABILITIES:**

1. Complete participant screenings and intakes (phone, in-person interview).
2. Collect participant documentation and open new participant electronic and written files.
3. Arrange housing for participants in conjunction with the Case Management team.
4. Assess participants basic needs, obstacles, and goals.
5. Maintain referrals from other community agencies.
6. Work with participants to develop objectives and goals and support progress.
7. Schedule monthly participant financial budget meetings.
8. Complete weekly phone check-ins with participants and complete all required documentation.
9. Schedule and complete weekly participant home inspections in the transitional housing program.
10. Assist Case Management team with all transitional housing needs, deadlines, and projects.
11. Immediately report concerns presented in the transitional housing program to the Director of Client Services & Programs.

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12. Maintain a clean workspace and general office areas and perform miscellaneous duties as appropriate to level of position and as assigned by the Executive Director and/or Director of Client Services & Programs.
13. Attend all team and community meetings, and agency events.
14. Presents with a professional, emotionally aware, and positive attitude.
15. Contributes to creating a positive, safe, authentic and inclusive work environment and culture.
16. Complete other duties as assigned by Director of Client Services & Programs and/or Executive Director.