



Neighbor by Neighbor

Job Title: Case Management Assistant
Employment Type: Part Time Hourly
Reports To: Executive Director
Location: Union Pier, MI
Revision Date: 1/28/25

Job Summary:

Neighbor by Neighbor is a small, but dynamic non-profit organization located in southwest Michigan. We work to address food insecurities, homelessness, and other needs of the most vulnerable members in our community.

The Case Management Assistant supports our case management team in delivering high-quality services to vulnerable populations. This position assists with client intakes, data entry, resource coordination, and administrative tasks to ensure smooth program operations.

Essential Responsibilities:

- Assist social worker with client intake, assessments, and documentation.
- Maintain accurate and up-to-date client records in compliance with confidentiality policies.
- Provide information and referrals to clients regarding available community resources.
- Coordinate appointments, follow-ups, and service plans with clients and service providers.
- Support in tracking client progress and preparing reports for case reviews.
- Conduct follow-up calls and check-ins to ensure client needs are being met.
- Assist with program outreach efforts to increase community awareness and participation.
- Perform general administrative duties such as scheduling, data entry, and filing.
- Collaborate with team members to support clients in achieving their goals.

Essential Physical Functions:

- Must be able to regularly lift or move at least 15 pounds and occasionally move or lift up to 40 pounds.
- Must be able to effectively communicate both in writing and orally.
- Continual standing, moving, and walking for several consecutive hours during shift, which comprises 20% of daily duties. Remain stationary for approximately 80% of daily duties.
- Continual talking in person or on the phone during shift.
- Able to commute in all weather conditions.

Qualifications:

- Must be 18 years or older.
- High School Diploma or GED is required. College degree or equivalent experience in Social Work, Human Services, or a related field preferred.
- 1 year of experience in a social services or non-profit environment preferred.
- Strong organizational and time management skills.
- Excellent written and verbal communication skills.
- Basic computer proficiency including, but not limited to Microsoft Office and data management systems.
- Ability to handle sensitive information with discretion and confidentiality.
- Compassionate and empathetic approach to working with vulnerable populations.

Compensation:

Competitive salary and benefits, commensurate with experience.

How to Apply:

Interested candidates should submit a resume and cover letter to Laura Richards at laura@neighborbyneighbor.org. Please include "Case Management Assistant Application" in the subject line.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, pregnancy, national origin, disability status, age, genetic information, protected veteran status, height, weight, marital status, or any other characteristic protected by law.

Neighbor by Neighbor is committed to the full inclusion of all qualified individuals. As part of this commitment, Neighbor by Neighbor will ensure that persons with disabilities are provided reasonable accommodations. If a reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact Laura Richards at laura@neighborbyneighbor.org.