



Job Description

Position Title: Case Manager

Overview:

The Case Manager plays a vital role in empowering individuals, particularly those impacted by involvement with the justice system, on their journey toward long-term stability and economic mobility. Using a strengths-based, person-centered approach, the Case Manager provides comprehensive support across multiple domains, supporting employment and integration into the workforce. This role collaborates closely with internal teams and external partners to identify eligible individuals, connect them to essential services, and foster sustainable progress through coaching and case management.

Key Responsibilities

- Conduct eligibility assessments and complete intake processes in accordance with agency, state, and federal guidelines.
- Provide individualized coaching and case management tailored to each household's unique needs and strengths.
- Assist justice-involved individuals in securing employment, offering job placement and retention support.
- Provide guidance through the record sealing, expungement, and pardon process as appropriate.
- Organize and participate in job fairs, recruitment events, and community networking opportunities to engage potential clients.
- Maintain accurate and up-to-date records in the agency's centralized database, documenting client progress, services provided, and referrals made.
- Facilitate referrals to additional services such as housing, nutrition, transportation, and other supports as needed.
- Manage a large caseload through regular contact via phone, email, and in-person appointments.
- Contribute to program reporting by preparing updates, analyzing outcomes, and tracking progress toward agency goals.
- Represent the agency at community-based and advocacy events to support clients, identify opportunities for collaboration, and promote agency initiatives.
- Participate in ongoing training and collaborate with colleagues to enhance knowledge of available resources.
- Perform other duties as assigned to support agency operations and goals.

QUALIFICATIONS:

- Bachelor's degree and relevant experience, or a minimum of five years in a social service setting.
- Familiarity with or personal experience in the criminal justice system is a plus.
- Strong computer skills and attention to detail, especially in data entry and documentation.
- Excellent written and verbal communication skills, including public speaking and presentation abilities.
- Must have reliable transportation.

PCSI offers a comprehensive benefits package that includes healthcare coverage, retirement plans, generous vacation and sick leave, and abundant opportunities for on-the-job training and professional development.

To apply, please email a resume and cover letter to sarahc@pghcsi.org