

Position Title: Case Manager (Social Worker)

Overview: The Case Manager plays a vital role in empowering individuals, households, and communities on their journey toward long-term stability and economic mobility. Using a strengths-based, person-centered approach, the Case Manager provides comprehensive support across the critical domains that make stability possible, including employment, housing, transportation, childcare, and physical and behavioral health. The Case Manager collaborates closely with internal teams and external partners to identify eligible individuals, connect them to essential services, and foster progress through ongoing coaching and case management, ensuring every customer has an actionable pathway toward stability across all areas of their life and meaningful participation in the workforce.

Key Responsibilities

- Conduct eligibility assessments and complete intake processes in accordance with agency, state, and federal guidelines. Complete psychosocial assessments as needed.
- Provide individualized coaching and case management tailored to each household's unique needs and strengths, supporting agency goals of enhancing financial stability and economic mobility. Provide crisis intervention as necessary.
- Facilitate referrals to additional services such as housing, transportation, behavioral health treatment and others as needed.
- Manage an average customer caseload of 35-40 through regular contact via phone, email, and in-person appointments.
- Maintain accurate and up-to-date records in the agency's centralized database, documenting customer progress, services provided, and referrals made.
- Launch and lead non-clinical group programming to address common behavioral health issues among customer populations, promoting peer support and community connection.
- Contribute to program reporting by preparing updates, analyzing outcomes, and tracking progress toward agency goals.
- Represent the agency at community-based and advocacy-focused events to support customers, 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:

- Master's degree in Social Work with LSW or LCSW preferred.
- Experience in case management or social services.
- 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.
- Eligible to obtain ACT 73 FBI and ACT 151 Child Abuse clearances

Job is on site Monday-Friday, 9am to 5pm; free parking in North Oakland. Support for supervision toward LCSW licensure available.

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

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