



Position Title: Case Manager

Overview

Case Managers at PCSI support individuals and families across a tiered continuum of care, from same-day crisis intervention to multi-month stabilization support, with pathways into longer-term economic mobility coaching when customers are ready. The role requires shifting fluidly between modes: resource navigator when someone walks in needing utility assistance or food today, and support specialist when a customer is ready to work on stability across employment, housing, finances, and well-being over the longer term.

While each Case Manager may develop areas of specialty based on their interests, experience, and the agency's needs, every case manager is expected to maintain a foundational understanding of the full range of PCSI services and programs, and to be able to step in and provide most of them when needed. When a colleague is out, when a customer walks in with an urgent need, or when a referral can be handled directly rather than passed along, Case Managers are ready to help.

Using a strengths-based, person-centered approach, Case Managers build relationships rooted in dignity and respect, meet customers where they are, and connect them to the right level of support, both within PCSI and across community partners.

Key Responsibilities

Meeting customers where they are

- Conduct tier-appropriate intake and assessment, from rapid eligibility triage to deeper, multi-session assessment for customers building toward stability.
- Complete intake processes in accordance with agency, state, and federal guidelines, including CSBG documentation requirements.
- Recognize when a customer's needs are shifting, whether from crisis toward stabilization, or from stabilization toward readiness for economic mobility, and adjust the approach or refer accordingly.

Providing tiered support

- Deliver case management that may resolve in a single visit or unfold over months, matching intensity, frequency, and approach to PCSI's service model, our funding requirements, and each customer's circumstances.
- For customers in crisis: respond quickly, reduce barriers, and connect to immediate resources (utility assistance, food, emergency referrals).
- For customers in stabilization: partner on identifying barriers, building routines, and making progress on employment, housing, benefits, and other foundational areas.
- Support customers who transition into the RoadMap program by maintaining continuity and warm handoffs to RoadMap coaches.

Connecting customers to resources



- Facilitate internal referrals to PCSI services and supports and to external partners for additional supports and resources which PCSI does not provide
- Maintain working knowledge of community resources and build relationships with partner organizations.
- Adhere to agency policies and procedures related to case management, uphold PCSI's service model, and ensure consistent use of required forms and documentation standards.

Documenting and reporting

- Maintain accurate, timely records in the agency's centralized database, documenting customer progress, services provided, and referrals made.
- Contribute program reporting by preparing updates, tracking outcomes, and supporting CSBG and other funder reporting requirements.

Building community presence

- Participate in job fairs, recruitment events, and community networking to engage potential customers and represent PCSI.
- Support advocacy and community-based events that advance agency initiatives.

Ongoing growth

- Participate in training to deepen knowledge of frameworks (including trauma informed care, strengths-based approaches), resources, and case management practice.
- Collaborate with colleagues across case management tiers to ensure customers experience seamless support.

Qualifications

- Bachelor's degree in social work, human services, or related field plus relevant experience; or a minimum of five years in a social service agency, workforce development agency, or related setting.
- Willingness and ability to develop working knowledge across PCSI's service portfolio, and to provide direct support outside your primary focus area when needed.
- Demonstrated ability to build trust with people across racial, cultural, economic, and life-experience differences.
- Ability to shift between transactional, resource-focused support and relational, longer-term partnership based on customer needs.
- Strong written and verbal communication skills.
- Strong computer skills and attention to detail, particularly for data entry, documentation, and funder reporting.
- Reliable transportation for community events, partner meetings, and occasional travel within the service area.

Benefits

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