



Job Announcement Community Case Manager

Keystone Opportunity Center is a nonprofit organization located in Souderton, Pennsylvania, whose mission is to educate, encourage, and empower community members in need to become self-sufficient. To accomplish this mission, Keystone provides the community with a food pantry for people experiencing food insecurity, affordable housing options for people experiencing housing instability, and educational opportunities that support community members to increase their employability.

Keystone Opportunity Center is actively seeking a part-time Community Assistance Coordinator to provide an array of social service supports to our community members seeking assistance. This is a part-time, in-person position that reports to the Community Case Manager and Housing Director and is based out of our main office at 104 Main Street, Souderton, PA 18964. There is a possibility of this position being moved to full-time status, dependent on available funding.

JOB DESCRIPTION:

- Triage and provide real-time support to neighbors seeking assistance to meet needs
- Respond to phone calls, emails, and walk-in requests for assistance
- Support neighbors with applications for public benefits, such as Supplemental Nutrition Assistance Program (SNAP), Medical Assistance, Low-Income Heat and Energy Assistance Program (LIHEAP), and Housing Applications
- Track data and information regarding neighbors and methods of assistance provided
- Support Keystone Opportunity Center programming through attendance at Departmental meetings, trainings and seminars, and meetings with partnering organizations.
- Other duties as assigned

REQUIREMENTS:

- Associates Degree or combination of education, training, and experience
- Strong communication/ interpersonal skills; able to work cooperatively with people of all ages, ethnic backgrounds, socioeconomic levels; ability to communicate clearly to neighbors in a concise manner i.e. writing, speaking
- Able to maintain the strictest confidentiality standards regarding client and organizational information
- Professional, friendly demeanor
- Team approach to work
- Able to meet deadlines, prioritize, and model excellent time management skills
- Able to work effectively in both virtual and in person environments
- A passion for working with people of diverse backgrounds
- Access to a reliable transportation to meet work responsibilities

- Working knowledge of computer software applications, including Microsoft Word, Excel, Outlook, Zoom, Cell phone texts
- Commitment to the mission of Keystone Opportunity Center, assisting others in addressing food insecurity, housing instability, and financial insecurity

SALARY:

\$17 per hour for up to 18 hours per week. Schedule will be set with the supervisor upon hire.

TO APPLY:

Interested candidates must submit a resume and cover letter that includes each of the following elements to employment@keystoneopp.org.

EEO POLICY STATEMENT:

Keystone Opportunity Center is an equal opportunity employer. Keystone does not discriminate in the selection of employees on the basis of race, color, religion, gender, sexual orientation, gender identity or expression, genetics, age, national origin, disability, protected veteran status, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall and transfer, leaves of absence, compensation, and training.