

**Position:** Case Manager  
**Organization:** United Way of Santa Barbara County  
**Duration:** Full-time, Non-Exempt  
**Location:** 320 E Gutierrez Street, Santa Barbara, CA (In-Office)  
**Reports to:** Director of Strategic Partnerships & Advancement  
**Compensation:** \$23 - \$28 / hour

### **Position Overview: Case Manager**

United Way of Santa Barbara County's Resiliency Grants program is an ongoing, referral-based, initiative designed to support basic needs for individuals in Santa Barbara County. This program aims to enhance household stability and resiliency by addressing specific financial gaps for individuals and families under case management with an approved community partner organization. The Case Manager oversees client intake, application review, and general administration for United Way's Resiliency Grants Program.

### **Key Responsibilities:**

Under the direction of the Director of Strategic Partnerships & Advancement:

- Assist in the marketing, community outreach, and individual intake for the Resiliency Grant Program.
- Act as the program entry point for individuals inquiring about support.
- Provide case review for qualified applicants seeking assistance.
- Collect supporting documentation and paperwork from clients to ensure funding recommendations are made in accordance with all established policies and procedures.
- Make funding recommendations based on the need and eligibility of clients.
- Communicate regularly with senior staff to provide requested information and accurate reporting.
- Collect, input, and maintain data in an orderly manner in UWSBC's internal databases.
- Confidentially maintain accurate data as it pertains to client records, funding data, and other information that is collected during the interview and funding process.
- Produce reports representing program growth and productivity.
- Make recommendations for program improvement and best practices to supervisor.
- Maintain a professional and courteous demeanor with all internal and external peers, partners, colleagues, and clients.
- Other related duties as assigned.

### **Qualifications:**

- 4-year college degree is required, and three years+ case management, grant management, non-profit, or related experience, or an equivalent combination of experience and education is preferred
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

## **Physical Demands and Work Environment**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **Desired Knowledge, Skills, and Abilities**

- Proficient in Spanish
- Excellent writing skills
- Experience with HMIS preferred
- Ability to work independently
- Speak comfortably in front of large groups of people
- Perform under strong workloads and high expectations
- Establish a schedule of work activities and proper focus on priorities
- Manage multiple projects simultaneously with high attention to detail
- Deliver firm approach to communicating expectations to applicants
- Carry out procedures to ensure work is completed error-free
- Ability to handle restricted, confidential, private, or personal information
- As needed, work a flexible schedule outside of standard office hours.

*General: This description contains the essential functions necessary to evaluate the position. It is not intended and should not be used as an exhaustive list of all responsibilities, skills or efforts.*

## **About United Way of Santa Barbara County:**

Since 1923, United Way of Santa Barbara County has been a key leader in local efforts to empower children, families, and communities through its own unique collaborative programs and initiatives, partnership convening efforts, volunteer development, and funding. United Way's mission is to enrich the lives of children and families and build resilient communities by leading local programs and partnerships that improve school readiness and academic achievement, financial empowerment, and crisis response and recovery. To learn more, please visit [unitedwaysb.org](http://unitedwaysb.org).

## Core Competencies

<b>Mission-Focused</b>	All United Way employees recognize that the organization's top priority is to create real social change that improves lives and changes community conditions. This drives their performance and motivations.
<b>Relationship-Oriented</b>	All United Way employees are responsible for cultivating and managing relationships, fostering an atmosphere of trust, while taking a collaborative approach to addressing issues.
<b>Results-Driven</b>	All United Way employees are accountable for achieving individual performance goals in support of organizational goals.
<b>Brand-Steward</b>	All United Way employees are stewards of the brand and understand their role in protecting the reputation of the organization.
<b>Continuous Learning</b>	All United Way employees demonstrate a desire to acquire knowledge, skills, and abilities necessary to perform effectively.
<b>Critical Thinking</b>	All United Way employees use critical thinking skills to solve problems through basic research, analysis, and interpretation.
<b>Professional Behavior</b>	All United Way employees conduct themselves in a professional manner and follow organizational guidelines and standards.

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*United Way of Santa Barbara County provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, 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, transfer, leaves of absence, compensation, and training.*