



## **JOB DESCRIPTION**

### **Help 365 Mobile Case Manager**

**Location: New York, NY**

New York Common Pantry (NYCP) is one of the city's largest food pantries, providing food assistance, case management services, senior food provision, nutrition education, and hygiene services. We are a dynamic, mission-driven organization, experiencing rapid growth and expansion at this time.

NYCP is a poverty-fighting organization that reduces hunger and promotes dignity, health, and self-sufficiency by using a holistic approach to reach over 60,000 distinct people--over 500,000 guests each year. Last year, we served almost 8 million meals. Through an array of programs that we offer, we look to establish long-term stability for those we serve.

NYCP is seeking a Mobile Bilingual Case Manager (English/Spanish) to join our growing Help 365 Mobile team. The Social Care Network Resource and Referral Case Manager will work with the various database referral platforms that include but are not limited to Public Health Solutions, Unite Us, Aunt Bertha, and Food Bank TEN. The objective of the position is to establish contact with existing public health and hospital systems and connect households to the appropriate services within NYCP that will provide assistance to those impacted by social determinants of health. Specific duties will include monitoring referral systems, providing a coordinated receipt of referrals, assessing the needs of the referral, connecting to appropriate NYCP services, providing follow-up for referrals both internally and externally, and maintaining appropriate reporting tools. Duties will also consist of benefits screenings, and direct assistance with public benefits applications that include but are not limited to SNAP.

The Mobile Bilingual Case Manager reports to the Social Care Network Resources and Referral Manager.

This position is full-time. The schedule for this position consists of Monday through Friday from 9:00 AM to 5:00 PM (1-hour lunch)

### **Responsibilities:**

- Travel to assigned partner sites across New York City to conduct outreach, and identify potential partner sites for benefits enrollment services.
- Contact the families/individuals being referred for services through various database platforms to ensure they are provided with assistance that includes but is not limited to the food pantry and or assistance with applying for public benefits.
- Manage assigned caseload from partnering sites, ie Mt Sinai clinics, and established mobile partners; collect information obtained from the prospective client; enter information into the database systems in accordance with standard operating procedures.
- Provide screening for services according to program protocols; provide benefits screening, referrals, and or public benefits application assistance that includes SNAP, TANF, ERAP, SSI/SSD, EWF, and Health insurance for new and existing clients.

- Submit at least 25 SNAP applications monthly through HRA's Mail Application & Referral Unit (MARU) or Access HRA portal.
- Confirm appointments with scheduled applicants 24 to 48 hours in advance.
- Follow-up with applicants to ensure that HRA has contacted the applicant for the appointed telephone interview.
- As required, provide immediate formal mediation between the applicant and HRA, ensuring successful receipt of SNAP benefits.
- Confirm receipt of benefits and amounts awarded at the conclusion of the application process.
- Maintain accurate tracking spreadsheets of SNAP applications submitted and benefits received.
- Provide vetted information about local community resources to participants.
- Recognizes, documents, and alerts the supervisor and case management team of trends in customer calls.
- Checks records for accuracy of the information and conformity with established policies and procedures.
- Input all services provided in the agency's assigned database and spreadsheets.
- Elevates complex cases to Supervisor for direction.
- Coordinate NYCP's Home Delivery Initiative.
- Other responsibilities as assigned.

**Qualifications:**

- Bilingual in English and Spanish.
- An Associate's degree in Social Work or Human Services is required; however, related work experience may substitute for education requirements.
- Commitment to helping the communities in need and NYCP's work and mission.
- Comfortable working with Microsoft Suite Office.
- Great attention to detail and organizational skills.
- Ability to work independently and in a team environment.
- Skilled in working with data entry and spreadsheets.
- Strong knowledge of public benefits/entitlements and systems.
- Ability to multi-task and work in a highly trafficked office.
- Commute to partner sites.
- Technology savvy and knowledge of case management databases are a plus.
- Strong clerical skills and comfortable working with diverse populations.

*This is not an exhaustive list of all responsibilities, duties, skills, efforts or requirements, or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned. This description does not constitute a contract of employment and NYCP may exercise its employment-at-will rights at any time.*

Please note that NYCP requires all employees to be fully vaccinated against COVID-19 as a condition of employment. Accordingly, successful candidates must be fully vaccinated against COVID-19 and submit proof of vaccination prior to the commencement of employment, unless they qualify for a reasonable accommodation for bona fide medical or religious reasons. This ensures that NYCP's employees and participants are protected and the organization can safely operate.

**To Apply:**

Please submit your resume and cover letter to: [jobs@nycommonpantry.org](mailto:jobs@nycommonpantry.org)

If you'd like to apply via mail, please submit your application to the address below:

Human Resources Department  
New York Common Pantry  
8 East 109th Street  
New York, NY 10029

New York Common Pantry is an Equal Opportunity Employer and is committed to providing equal employment opportunities to you without regard to race, creed, color, religion, national origin, sex, sexual orientation, pregnancy, marital status, age, veteran status, medical condition or disability, genetic information, gender identity, or any other protected status.

**Pay:** \$22.00-23.00/hour

**Benefits:**

- Medical, Dental, and Vision benefits.
- 403(b) Retirement Account.
- Pre-tax Transit benefits.
- Life Insurance.
- Paid time off, including Vacation, Personal, and Sick.
- Paid Holidays.