



Case Manager

STANDING TOGETHER TO DEFEND POTENTIAL

In a world of causes, we make a difference by creating professionally supported, one-to-one Matches for kids and teens who want to realize their full potential. Research proves that children enrolled in the program receive better grades, are more likely to graduate high school, and have improved relationships with family and friends.

POSITION SUMMARY

The Case Manager position is designed to serve three primary functions in the BBBS program: Assessment, Matching, and Support. The primary role of this position is to build a relationship with the Big, Little and Parent to ensure the best quality support for all matches. This is a fast-paced position that requires flexibility in scheduling to accommodate the schedules of the Parent/Guardians of the Littles as well as the Big. On average, this position requires 4-5 evenings per month and/or weekend days; however, this may increase during special events or peak program periods. Flexible daytime scheduling is allowed when evening work is required and, once fully trained, staff manage their own appointments week to week.

We are small but mighty and wear many hats. In addition, Case Managers are expected to participate in agency special events, fundraising, and activities.

DUTIES & RESPONSIBILITIES

- Conduct thorough assessments of clients and volunteers, including in-home interviews and written summary. Travel throughout Nodaway County is required.
- Facilitate appropriate matches through assessment techniques.
- Provide on-going support, oversight, and evaluation for matches in the program by providing coaching, encouragement, and advice via phone, email, and/or in person. This match support is to be done within a required time frame to adhere to the standards of BBBSA.
- Attend regular, required agency and team meetings and trainings for safety and best practices. Some training may require travel to Kansas City.
- Perform surveys, and create, update and document match goals.
- Complete match closures and required documents for match closures and/or match party updates.
- Assist with clothing donation collection as needed including meeting customers at donation locations.
- Assist with agency events including fundraising and match events.
- Organize the annual Adopt a Family holiday program, Back to School Supply Fair, Match Picnic and regular match activities throughout the year.
- Create and post to social media accounts to promote matching and recruitment.
- All other duties as assigned.



A DAY IN THE LIFE OF A CASE MANAGER

A typical week consists of approximately 60–70% of your time focused on Match Support by providing coaching and guidance to youth, families, and volunteers while documenting interactions, providing resources and remaining attentive to any concerns or red flags that may arise. Most of this work is completed over the phone.

Approximately 20–30% of your time will be dedicated to intake responsibilities, including interviewing families and volunteers in their homes, preparing summaries, assessing information to create meaningful matches, facilitating match introductions in the child’s home, and completing necessary documentation.

The remaining time may include involvement in agency events, fundraising activities, community outreach, recruitment efforts, partnership development, and special projects that support the overall mission and growth of the organization.

ABOUT YOU

Our ideal candidate is a team player with a growth mindset — someone who not only wants to do the job well but is excited by the opportunity to build upon it, bring fresh ideas to the table, and create meaningful opportunities for the youth and families we serve.

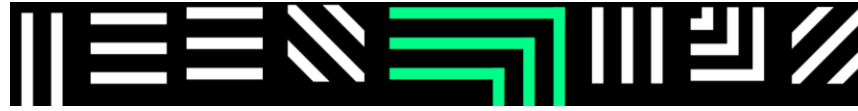
We are looking for someone who demonstrates initiative, creativity, and a willingness to take ownership of projects and programs that can strengthen our impact in the community. Whether it’s developing new partnerships, creating career exploration opportunities for youth, improving systems and processes, or identifying unmet needs within the program, we value employees who are motivated to help shape and grow their position over time.

The position requires the ability to work autonomously, with outstanding customer service, positive attitude and flexibility with a willingness to work as needed to accomplish job requirements. Candidates should possess excellent interpersonal skills and be able to clearly communicate through both written and verbal communication.

Candidates must also possess the ability to set and accomplish goals. Strong organizational skills are essential, including the ability to multitask, implement systems and follow-up processes, effectively work under pressure, use independent judgment, and produce quality work within tight time constraints and minimal supervision.

EDUCATION, SKILLS AND EXPERIENCE

- Bachelor's Degree required, OR Associate’s Degree and two years of relevant work experience, OR high school diploma/GED equivalent and four years of relevant work experience.
- Bachelor's degree in human services, social work, psychology or counseling preferred.
- Experience working with youth strongly preferred
- Shown experience in providing advice and coaching to both adults and youth. At least one-year professional experience preferred
- All applicants must submit to and pass a background check



WORK ENVIRONMENT

We are proud to offer competitive pay, a generous benefits package, ample vacation days, and a fun and flexible office environment. This position is based in Maryville, MO.

COMPENSATION

- Starting Salary: \$37,000 - \$45,000, commensurate with experience.
- Generous paid annual leave policy with 2 weeks of paid time off per year, increasing based on tenure, plus an additional 15 days of paid medical leave, and additional paid time off between Christmas and New Year's Day
- 10 paid holidays, plus 1 floating holiday and an additional day off for community services
- Up to 12 weeks fully paid parental leave
- 401(k) plan with company match
- Medical, dental, and other benefits offered
- Life insurance, long-term disability and AD&D insurance provided at no cost to employees

TO APPLY

Email a resume and cover letter to lynette@bbbsnodaway.org, or by mailing to PO Box 34, Maryville, MO 64468.

EQUAL EMPLOYMENT OPPORTUNITY

BBBS 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.

BBBS is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities.

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.