

Case Manager

Interfaith of Natrona County

Position Type: Part-Time

Schedule: Monday – Thursday, 9:00 a.m. – 3:00 p.m. (working lunch)

Compensation: \$16-20/hr DOE and education

Some weekend special events required throughout the year

Position Summary

Interfaith of Natrona County is seeking a compassionate, organized, and dependable Case Manager to support individuals and families in need throughout Natrona County. This position works directly with clients to provide assistance, maintain accurate records, coordinate scheduling, and ensure confidential information is handled professionally and securely.

The ideal candidate will possess strong communication skills, attention to detail, and the ability to work effectively in a fast-paced nonprofit environment serving vulnerable populations.

Essential Duties and Responsibilities

- Work directly with clients seeking emergency assistance and support services
- Conduct client intakes and maintain accurate client records
- Handle sensitive and confidential information with professionalism and discretion
- Perform data entry and maintain organized electronic and physical files
- Manage scheduling, appointments, and daily client flow
- Assist clients with accessing community resources and referrals
- Communicate effectively with community partners, volunteers, and staff
- Assist with special projects, outreach activities, and community events
- Participate in occasional weekend events and fundraising activities
- Maintain a welcoming, respectful, and professional environment for all clients and visitors

Qualifications

- High school diploma or equivalent required

- Associate degree preferred
- Experience working in customer service, human services, nonprofit organizations, or related fields preferred
- Strong organizational and time management skills
- Ability to work independently and as part of a team
- Professional communication and interpersonal skills
- Experience handling confidential information
- Proficiency in Microsoft Office Suite, including Word, Excel, and Outlook
- Experience using Google platforms such as Google Docs, Google Sheets, and Gmail
- Ability to multitask and adapt in a fast-paced environment

Preferred Qualities

- Compassionate and client-focused approach
- Strong problem-solving abilities
- Experience working with diverse populations
- Understanding of poverty-related challenges and community resources

Physical Requirements

- Ability to sit and work at a computer for extended periods
- Ability to occasionally lift and carry office or program supplies
- Ability to interact with clients in an office setting and at community events

About Interfaith of Natrona County

Interfaith of Natrona County has served the community for more than 40 years by providing emergency assistance and supportive services to individuals and families experiencing hardship. The organization is committed to treating all clients with dignity, respect, and compassion.