

# GOOCHLAND CARES

Free Clinic and Family Services

*Employment Opportunity*

## **Financial Assistance Coordinator/Case Manager**

This 32-hour per week position is responsible for the professional and efficient managing of the Financial Assistance program and for providing case management services to GoochlandCares clients.

### **Essential Job Functions:**

- Responds to inquiries regarding financial and other case management needs
- Interviews clients regarding specific needs
- Instructs clients on what documentation is needed to complete the financial assistance process
- Schedules appointments
- Advises clients of services offered by outside agencies in the community, as needed
- Completes forms and documentation accurately
- Supervises and supports volunteers
- Manages the VITA tax preparation program
- Obtains required approval for funds to assist in meeting financial need
- Accurately records client information in eClinicalWorks
- Documents all client activities in a service plan consistent with organizations procedures
- Keeps confidentiality in discussing clients, fellow staff members, volunteers and matters pertaining to GoochlandCares
- At all times keeps supervisor well informed of activities, client interview results and potential problems that may arise

### **Qualifications:**

- Bachelor's degree required; social work degree preferred
- At least two year's related experience in a non-profit setting or equivalent
- Knowledge of basic financial literacy

### **Other Skills/Abilities:**

Excellent communication skills • Ability to make assessments of client circumstances and make decisions accordingly • Understand that all employees are responsible for volunteer engagement as evidenced by demonstration of effective skills in working with volunteers • Ability to meet deadlines in a timely fashion • Outstanding computer literacy skills • Close attention to detail • Ability to identify and react professionally, cheerfully and courteously to situations as they present themselves • Ability to interact with a variety of individuals in a kind, professional manner • Competent in data entry skills

**Salary:** based on experience    **Benefits:** PTO

**To apply:** send resume and cover letter to Carol Dunlap, Family Services Director,  
at [cdunlap@GoochlandCares.org](mailto:cdunlap@GoochlandCares.org) by October 31, 2018

[www.GoochlandCares.org](http://www.GoochlandCares.org)

GoochlandCares | 2999 River Road West | Goochland, VA 23063