



Enrollment Specialist & Case Manager

Job Purpose: The employee in this role will work closely with the Director of Housing Services, the Housing Search and Placement Coordinators, and the Coordinated Entry Lead to ensure that clients receive accurate information about the housing programs provided by the Agency, to complete timely enrollment of any new clients, and to provide ongoing case management and stabilization services to/for clients who have been housed. This employee will also work to ensure that all paperwork is maintained in accordance with the best practice standards for the region and the state.

Responsibilities: The person hired for this position will be responsible for:

- Answering client phone calls;
- Completing aspects of the client enrollment process for the Emergency Solutions Grant;
- Creating and establishing clients in Osnium as needed;
- Referring clients to staff as needed/requested;
- Filing documents according to the established system;
- Continuing monthly contacts with all clients that have been housed;
- Connecting clients with services as needed to assist in their stabilization
- Updating Osnium to document all communication and correspondence with clients;
- Preparing correspondence for clients to indicate the terms/conclusion of financial assistance;
- Maintaining information about various local service providers and their referral processes;
- Building and maintaining relationships with local service providers and agencies;
- Scanning and copying documents;
- Communicating with various parties via email;
- Reviewing completed files to ensure that all forms are filed and scanned; and
- Other duties as assigned.

Qualifications, Skills, & Abilities: The person hired for this position should possess and demonstrate the following skills/abilities:

- Attention to detail;
- Well-organized;
- Ability to multitask;
- Personal accountability;
- Autonomy and/or the ability to work independently with minimal supervision; and
- Time management.



Emergency Temporary Shelter • Education & Prevention • Latinx Services • Crisis Intervention • Crisis Lines
Support Groups • Transitional Housing • Court Advocacy • Supervised Visitation & Safe Exchange

Education & Experience: High School Diploma or G.E.D. required. Associate degree or further education preferred. At least three years of clerical experience using various office equipment, including computers, copiers, and scanners. At least two years of case management experience required.

Computer Skills: Proficient in Microsoft Office (Excel, Word, Outlook). Proficient intermediate computer experience (Windows programming).

License/Credentials: Possession a valid N.C. driver's license is required for this position.

Physical Demands: Standard physical demands such as standing and sitting. Lifting items weighing no more than twenty pounds.

Work Environment: Standard office environment.



United Way
of Alamance County



NC★DOA
Department of Administration
Council for Women &
Youth Involvement

FYSB Family & Youth
Services Bureau
Family Violence Prevention
& Services Program

P.O. Box 2192 • Burlington, North Carolina 27216

Office Line: 336.226.5982 • Fax: 336.226.7303

Línea de Crisis en Español: 336.264.2935 • 24-Hour Crisis Line: 336.226.5985

www.familyabuseservices.org