

**Reports to: Executive Director**

**Case Manager**

The Case Manager position will maintain a caseload of clients ensuring clients are connect with needed wrap-around resources families.

**Skills/Qualifications**

* Bachelor’s degree
* Previous experience working with social services and vulnerable populations
* Understanding and passion of low-income and diverse populations
* Knowledge of social services and community recourses
* Strong problem-solving skills
* Ability to work productively in an unstructured environment with frequent interruptions
* Excellent organizational skills
* Outstanding written and oral communication skills and ability to work well with staff and the community
* Ability to create welcoming spaces for members of the community – regardless of immigration status
* An exceptional team player: exemplifies a work style that is flexible, respectful, collaborative and nimble
* Ability to build strong relationships and trust across race, gender, class, and other group identities, both internally and externally
* Strong Spanish communication skills preferred

**Essential Job Duties**

* Engage with clients and families and assess clients’ well-being and needs
* Listen to clients’ issues and concerns and provide counseling and intervention as required
* Develop plan of action to improve clients’ well-being and address clients’ needs
* Assist clients or make referrals to gain access to programs and community services
* Utilize knowledge of community-based resources to assist clients and navigate barriers
* Advocate on clients’ behalf with service providers and serve as liaison between clients and services
* Maintain consistent communications with clients to evaluate clients’ progress and make adjustments as necessary
* Follow up with referrals and stay in contact with client until their needs are met
* Document client interactions and referrals in Charity Tracker
* Provide outreach to families outside of current program to reach new clients

By signing below, I agree to the responsibilities and qualifications to fulfill the position of Case Manager.

Case Manager Signature Date

Executive Director Signature Date