



# CASE MANAGER

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**DEPARTMENT:** YFCS

**# OF HOURS:** Full-Time, 40 hrs

**REPORTS TO:** Program Manager

**PAYRATE:** D.O.E.

**CLASSIFICATION:** Non-Exempt

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## **POSITION PROFILE:**

The Case Manager provides direct and indirect services to a caseload of culturally diverse individuals and/or families, including comprehensive assessment, information and referral, case planning, education, advocacy and other supportive services. Group services also provided on-site or at local schools.

## **ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:**

- Supervise and manage a full time caseload.
- Provide case management services to include interviewing, assessing, case planning, solution seeking, goal setting, referral, advocacy, life skills training and family building.
- Identify individual/family strengths that can be applied to overcome specific challenges.
- Remain culturally sensitive and respectful in all client, staff and community interactions.
- Provide support in the form of reflective listening, emotional support, strengths identification, challenge identification and solution seeking as needed.
- Provide client advocacy and follow-up as needed.
- Maintain ongoing contact with clients to build trusting relationships, provide support, serve as a referral source and monitor progress toward identified goals.
- Perform home and/or school visits as part of the client assessment and case planning process.
- Maintain accurate, updated case files and document required program data as required by funders.
- Submit data in an accurate and timely manner as required by supervisor.
- Perform outreach activities within the community.
- Participate in staff meetings, training and other meetings as required.
- Participate in ongoing supervision to strengthen professional skills.
- Communicate positive and negative feedback from the community or clients through supervisor to management.
- Perform other tasks as assigned by the Program Coordinator.

## **QUALIFICATIONS (Education, Experience and Certifications):**

- BA or BS degree in Social Work, Psychology, Criminal Justice or related field.
- Bilingual English/Spanish is required.
- Two years of related experience in case management and direct client service, particularly experience with at-risk youth and families; experience with juvenile justice system is a plus.
- Valid CA Driver license.
- Must have access to reliable transportation and be willing to use it for job-related tasks.



# CASE MANAGER

## **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge and experience working with diverse cultures.
- Ability to manage multiple demands and prioritize when needed.
- Strong communication and relationship-building skills.
- Knowledge of relevant resources within the community.

## **WORKING CONDITIONS:**

**ENVIRONMENT:** Office and occasional off-site functions. Typically an office environment with adequate lighting and ventilation and a normal range of temperature and noise level.

**PHYSICAL REQUIREMENTS:** While performing the duties of this job, the employee is regularly required to sit, use hands and arms to perform repetitive motions. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. Moderate dexterity application of basic skills (calculator, keyboard, hand eye coordination, etc.).

**MENTAL:** Must be able to relate well to all people of the community regardless of color, national origin, religion, sex, pregnancy, age, marital status, veteran status, sexual orientation, disability or socio-economic level. Must be emotionally mature, stable, tactful and be able to provide professional leadership.

*The Job Description is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.*