



# CASE MANAGER I

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**DEPARTMENT:** YAFW

**REPORTS TO:** Program Director

**CLASSIFICATION:** Non-Exempt

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

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

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## **POSITION PROFILE:**

The Case Manager I 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.

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

- Provide screening, information and referrals, intake and assessment, and crisis management to potential agency customers seeking services/information.
- Contact all CWS referred individuals for home-based services within 3-5 days as stipulated by the County.
- Conducts professional outreach to promote applicable agency services.
- Provide case management services to include interviewing, assessing, case planning, solution seeking, goal setting, referral, advocacy, life skills training and family building.
- Implement CSF adopted parenting education curriculum to address parenting needs including evidence based parenting education models with fidelity (e.g. SafeCare).
- Perform other tasks as assigned or required by the Program Director.

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

- Bachelor's Degree in Social Work or related field.
- Bilingual in English and Spanish.
- Experience working with parents and families involved in the child welfare system.
- Valid CA Driver license.
- Must have access to reliable transportation and be willing to use it for job-related tasks.

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

- Strong verbal and written communication skills.
- Strong customer service 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



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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.*