



CASE MANAGER I

DEPARTMENT: YAFW

REPORTS TO: Program Director

CLASSIFICATION: Non-Exempt

OF HOURS: Full-Time, 40 hrs

PAYRATE: D.O.E.

POSITION PROFILE:

The Case Manager I provides services to a caseload of culturally diverse individuals and/or families including comprehensive assessment, information, referral, case planning, supportive services and evaluation of job skills and areas of job development.

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 and family building
- Offer direct placement of clients in positions appropriate to skill level and personal needs
- Maintain accurate, updated case files and required documents plus program data as required by funding
- Be part of a team that provides 24-hour on-call services
- Perform other tasks assigned by Program Director

QUALIFICATIONS (Education, Experience and Certifications):

- Bachelor's Degree in Social Work or related field
- Bilingual in English/Spanish is required
- Minimum of one year experience providing job-related activities
- Competency and experience in working with diverse cultures
- Valid CA Driver license
- Access to reliable transportation and able to use it for job related tasks

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge and experience of San Diego, its resources and services
- Knowledge of employment resources
- Strong verbal and written communication skills
- Strong customer service skills
- Highly organized
- 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.



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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.