



CASE MANAGER

DEPARTMENT: Crawford Community Connection

OF HOURS: Full-Time, 40 hrs

REPORTS TO: Program Coordinator

PAYRATE: D.O.E.

CLASSIFICATION: Non-Exempt

POSITION PROFILE:

This position, funded out of two funding streams will be 60% FTE dedicated to a SDUSD program providing community outreach and connection to services for refugee students and their families in the Crawford and Hoover clusters; as well as 40% FTE dedicated to general case management support through the work of the Crawford Community Connection school-based family resource center. The Resource Specialist/Case Manager has experience in assessment and referral, crisis intervention, youth development, and community development. The individual holding this position will liaison between families and the educational and community systems that serve them.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES (Refugee School Impact Program):

- Develop partnerships with community organizations and relationships with families of pupils.
- Serve as parent liaison for grant activities such as school-based programs and parent trainings.
- Conduct parent workshops in the school and community, including school-related orientation for newcomer parents of school-age children.
- Assist in obtaining and securing documentation required for refugee student participation in the Refugee School Impact Grant (RSIG) activities.
- Provide in-service activities and ongoing assistance to school staff to increase cultural awareness and support instructional strategies that increase the academic achievement of refugee students.
- Serve as a resource to parents and pupils regarding available educational and community services.
- Represent interests of pupils to school administration, teaching, and support staff.
- Make oral presentations to community groups, other government agencies, and site administrators to explain and update planning activities.
- Participate in relevant meetings at schools sites and planning meetings with district contact.
- Keep abreast of pertinent research and incorporate related information in activities with staff members to aid effective guidance of refugee students.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES (Crawford Community Connection Case Management):

- Provide direct case management and advocacy services to youth and families.
- "Mentor" parents through process of accessing services.
- Assist youth to conduct outreach and education with community.
- Attend team meetings as necessary and work with school personnel.
- Link youth and families to school/community information and services.
- Plan and conduct educational programs for both parents and youth.



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- Act as parent liaison/advocate during school/community meetings.
- Gain and maintain knowledge of community resources.
- Maintain ongoing contact and open communication with community services.
- Attend agency, Crawford Collaborative, Crawford Cluster, and other relevant community meetings.
- Participate in outreach and public relations activities.
- Participate in trainings to develop professional skills pertinent to role and responsibilities.
- Make visits to schools in Crawford Area of City Heights to meet with parents and/or school staff.
- Arrange transportation for parents as needed.
- Develop and maintain written documents as needed.
- Maintain professional conduct and objectivity.
- Have and maintain positive and supportive relationships with coworkers.
- Maintain accurate knowledge about the agency, its program, and services.
- Accurately represent the agency to maintain positive working relationships with the general public, clients, funding sources, government bodies, etc.
- Utilize appropriate opportunities to pursue positive public relations for the agency.
- Other Tasks as assigned by the Program Coordinator.

QUALIFICATIONS (Education, Experience and Certifications):

- Bachelor's Degree in Social Work, Human Services, Child Development or related field.
- Experience in assessment, case management, crisis intervention, and community development.
- Previous experience with/knowledge of immigrant and/or refugee families is highly desirable.
- Previous experience with/knowledge of working with schools is highly desirable.
- Experience in early childhood, youth development or other related field.
- Have access to reliable transportation and willing to use it for job-related tasks.
- Have a driving record that complies with SAY San Diego policies.

KNOWLEDGE, SKILLS AND ABILITIES:

- Bilingual English/Spanish preferred.
- Demonstrated effectiveness in working with high school age youth.
- Knowledge and understanding of socio-economic problem and multicultural issues in the community.
- Ability to take initiative, be self-directed, and work independently.
- Excellent verbal and written communication skills.

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.