



CASE MANAGER

DEPARTMENT: YAFW

REPORTS TO: Program Manager

CLASSIFICATION: Non-Exempt

OF HOURS: Full-Time, 40 hrs

PAYRATE: D.O.E.

POSITION PROFILE:

The Case Manager 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
- Educate clients about competitive work opportunities
- Offer direct placement of clients in positions appropriate to skill level and personal needs
- Identify individual/family strengths that can be applied to overcome specific challenges
- Maintain accurate, updated case files and required documents plus program data as required by funding
- 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
- Have and maintain positive and supportive relationships with co-workers/agency staff
- Communicate positive and negative feedback from the Community or clients through supervisor to management
- Provide follow ups after a job placement to ensure job retention and the elimination of barriers that may impede job retention
- Participate in outreach activities and promote the program as need it
- Pick up, organize and participate in the collection of food and other items
- Participate in trainings and staff meetings
- Perform other tasks assigned by Coordinator

QUALIFICATIONS (Education, Experience and Certifications):

- Bachelor's Degree in Social Work or related field
- Minimum of two years experience providing job related activities
- Familiar working with the homeless population



CASE MANAGER

- 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:

- Bilingual in English/Spanish is required
- 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.

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.