



IDENTITY, INC.

Position Title:	Parent Outreach Worker/Case Manager
Supervisory Responsibilities:	None
Budget Responsibilities:	None
Reports to:	Program Manager
FLSA Classification:	Non-Exempt
Program:	Elementary Schools
Date:	October 1, 2019

POSITION SUMMARY:

Assesses parents and families' needs and concerns. Responsibilities include: completing needs assessments, follow-up surveys, action plans, and case management services. Plans and implements monthly parent meetings and maintains records.

PRIMARY RESPONSIBILITIES:

Under the direction of the Program Manager:

1. Schedules home visits with parents.
2. Completes the Baseline and Follow-up forms at each home visit.
3. Makes appropriate referrals to social service agencies, follows-up with status of referrals, and enters all information in data collection system. Confirms clients have appropriate resources (transportation, interpretation assistance) to access services and that services are received.
4. Conducts monthly calls to parents to invite them to the monthly parent sessions and checks in on their needs.
5. Develops, implements, and maintains attendance records for parent sessions, per program requirements.
6. Oversees the logistics and any other matters related to the monthly sessions.
7. Attends and actively participates in required trainings and meetings related to the effective implementation of the program.
8. Attends community provider meetings to acquire information on new resources for families as well as present Identity's services to others.
9. Researches community resources and updates the rest of the staff on new resources available for clients.
10. Maintains organized and updated physical and electronic files on each client, including relevant documentation, signed forms and releases, follow-up/exit, and satisfaction surveys. Adheres to all federal state, and local client document confidentiality requirements.
11. Works collaboratively with MCPS staff to ensure needs of clients are being met and encourages coordination of services.
12. Supports Identity's mission and values. Continually looks for ways to improve the organization and works in alignment with Identity's strategic goals. Brings best self to workplace and shares ideas and suggestions.
13. Performs other duties as assigned.

REQUIREMENTS:

- High School Diploma or GED required.
- Three (3) years working in a social services environment preferred.
- Must be able to pass federal criminal background check and a Child Protective Services background check.
- Bilingual English/Spanish required.
- Proficient in Microsoft Office, including Word and Excel
- Must have a valid driver's license and good driving record. Requires travel between sites e.g. office, home visits, school.

SKILLS AND ABILITIES:

- Strong verbal and written communication skills
- Demonstrates reliability, attention to detail, and resourcefulness in work
- Demonstrates sound judgment
- Prioritizes and organizes multiple tasks to meet deadlines indicating good problem solving skills, effective and efficient use of resources, and flexibility in working schedule
- Maintains composure under pressure and promptly resolves urgent situations with patience and professionalism
- Strong interpersonal skills with ability to build rapport with others while upholding strong customer orientation
- Defuses situations with minimal disruption
- Works collaboratively with diverse clients and staff at all levels
- Practices with a strong code of ethics and integrity, and fulfills obligations

WORK ENVIRONMENT:

- Continuous sitting for prolonged periods, more than two consecutive hours in an 8-hour day interspersed with mobility.
- Keyboard use of greater or equal to 50% of the workday.
- The ability to lift and move up to 10lbs.
- Semi-private office or open work area occasional noise and with controlled air temperature.
- Must be able to work a flexible forty (40) hour workweek including occasional evenings and weekends. Regular schedule is: Mon/Wed: 7:45am-6pm, Tues/Thurs: 9am-6pm, Fri: 9am-3:30pm.