



Position Title:	Case Manager
Supervisory Responsibilities:	None
Budget Responsibilities:	None
Reports to:	Program Manager
FLSA Classification:	Exempt
Date:	July 2023

POSITION SUMMARY:

Assesses parents and families' needs and concerns. Responsibilities include: completing needs assessments, follow-up surveys, and action plans; providing support and expertise to families of youth through service planning, referrals, follow-up and support. Assists in planning and implementing parent meetings if needed.

PRIMARY RESPONSIBILITIES:

1. Schedules appointments with parents/guardians of youth enrolled in Wellness Center programs to conduct family assessments (baseline/follow-up forms).
2. Works collaboratively with Wellness Center team to address case management needs of youth and families referred to Center by school partners.
3. Completes the Baseline and Follow-up forms at each visit and develops action plan with the client.
4. Meets with appropriate Wellness Center staff to review survey results, Family Action Plan, and works collaboratively to develop, prioritize, implement, and monitor customized wellness plans in coordination with other staff and outside service providers.
5. 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.
6. Meets regularly with individual clients to monitor needs and progress on an ongoing basis, and provides case management, referrals, mentoring and coaching.
7. Maintains client caseload in accordance with program needs and contract requirements.
8. Maintains and updates database and records client interactions, services, and events in a timely and proficient manner.
9. 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.
10. Assists in planning, gathering material and leading a variety of special programs that may include parent sessions, family programs, advocacy groups, advisory boards and recreational trips for families.
11. Establishes and maintains efficient, effective, and strong network of professional relationships with school administration, teachers, guidance counselors, and other school-based personnel to facilitate the referral of clients to needed programs.
12. Attends and actively participates in required trainings, meetings, and presentations.

13. 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.

SECONDARY RESPONSIBILITIES:

1. Participates in Identity's advocacy activities
2. Assists other program staff
3. Assists with excursions and special events when needed
4. Performs other duties as assigned, required, or needed

EDUCATION AND EXPERIENCE:

- Bachelor's Degree in Social Work, Sociology, Psychology or related field preferred.
- Minimum two years of experience working in social services environment or community outreach/enrichment program(s).
- Training in Stages of Change, coaching, counseling, or adolescent development is a plus.
- Must be able to pass a federal criminal background check and a Child Protective Services background check.
- Must complete the following trainings upon hire: Child Protective Services, HIPAA, CPR/First Aid

SKILLS AND ABILITIES:

- Bilingual English/Spanish required
- Proficient in Microsoft Office, including Word and Excel
- 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:

- Requires travel between sites e.g. office, home visits, school. Valid driver's license required.
- 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 work week including evenings.