JOB DESCRIPTION

JOB TITLE: CASE MANAGER
DEPARTMENT: FAMILY SUPPORT SERVICES
FLSA STATUS: FULL-TIME EXEMPT
REVISION DATE: AUGUST 2020

POSITION SUMMARY:

The Case Manager provides case management along with service and resource coordination in an empathetic manner to Latino community members while being part of the crisis planning and response team.

ESSENTIAL RESPONSIBILITIES:

- Meets with clients and/or their families to understand their needs, connect them to appropriate services, and empower them to achieve service plan goals, develop life skills, and/or sustain financial stability.
- Attends community meetings that pertain to resources specific to LCC services
- Adheres to all policies, laws, regulations, and codes of ethics and confidentiality as outlined by federal and state laws and agency policies and procedures
- Advocates with community partners on behalf of clients and families for services, basic needs, and other related issues
- Is part of the crisis planning and response team.
- Works directly with the finance department for proper management and payment of services to landlords and utility companies
- Composes or prepares correspondence, case notes, charts, narrative and technical reports, notifications, and related documents using computer-based applications
- Conducts comprehensive, client-centered social work activities in accordance with best practices
- Prepares reports by collecting, analyzing, and summarizing results data and trends
- Cooperates with the leadership team to compile statistics to complete grant and subsidy applications
- Updates job knowledge by participating in community events/meetings, educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations
- Due to the leadership role Latino Community Center is called upon to play in the community, particularly during times of crisis, it is the expectation that all Latino Community Center staff will be fully engaged in the organization’s crisis plan and response efforts.
EDUCATION/EXPERIENCE/CERTIFICATIONS:
- Bachelor’s degree in Social Work or related field from an accredited college required;
- Three – Five (3-5) years’ work experience directly working with the Latino Community
- Act 33/34 and FBI Clearances and valid PA driver’s license with clean driving record, required
- Complete Recognizing and Reporting Child Abuse Mandated and Permissive Reporting in Pennsylvania

OTHER SKILLS/ABILITIES:
- Ability to establish and maintain effective relationships with key internal and external clients and community members
- Must be bilingual in Spanish and English and culturally sensitive to the needs of the Latino community
- Ability to work independently and within a team; go-getter with a growth-mindset; takes initiative
- Ability to deliver results and establish a reliable track record, prioritize and multi-task
- Communicate effectively in both written and verbal form
- Must possess excellent organizational and data management skills
- Must be flexible to meet with families and individuals at a time most convenient to them, including evenings and weekends

COMPENSATION:
- Hours per Week: 40 Hours Per Week
- Salary Range: $30,000-$35,000

ORGANIZATIONAL RELATIONSHIPS:
- Reports to: Director of Family Support Services
- Titles of direct reports: Case Manager may be asked to supervise interns directly working with Case Manager.

WORKING CONDITIONS: Works in a normal office setting with no exposure to adverse environmental conditions.
1) Will require some traveling throughout Allegheny County conducting home visits to best meet families needs; 2) Frequently required to work at a fast pace; 3) Requires considerable concentration and creativity

Note: This position description is intended to describe the general nature and level of work being performed by employees in this job. It is not an exhaustive list of all responsibilities, duties, and skills that may be necessary for this role. Personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.