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**California Human Development**

**Job Description**

**Employee name:**

**Job Title:** Case Manager, CARES Grant Program
**DIVISION/Department:** CARES

**Reports To:** Program Manager, CARES Grant Program
**FLSA Status:** Non-exempt

**Location:** TBD
**Revised Date:** 3/18/21

**Summary Description**: The Case Manager is responsible for assisting the Program Manager and for the day-to-day operations in compliance with all governing CARES funding sources. This position coordinates and implements services to clients with both direct services and in collaboration with other service providers. Duties will include outreach, recruitment, case management, initial assessment, following up with both clients, data entry and determining clients’ eligibility for assistance through CARES grant and additional CHD programming.

**DUTIES AND RESPONSIBILITIES:**

Under the supervision of the Program Manager, the Case Manager will perform the following duties:

* Interviews participants and performs intake and assessment of eligibility for participation in CARES grant programs, evaluates client needs for supportive services and makes referrals to other CHD programs or appropriate agency. Determines needs for additional family and referral if necessary. Maintains case notes and follow up with both client and any outside agency from referral.
* Understands and interprets contract rules, regulations and requirements for program outcomes and reporting criteria. Establish goals with participants related to contract outcomes. Encourages and motivate client participation in the appropriate program or training/ workshop. .
* Maintains proper documentation and participant files for services provided including eligibility forms and case management.
* Maintains appropriate client confidentiality with respect to services rendered.
* Assists with translation (English/Spanish) and completion of documents for participants as necessary.
* May contact participants by telephone and/or in person by office call or home call to evaluate progress and determine follow-up action if needed; counsels participants on areas of concern and resolves problems; contacts participants who fail to complete the program to determine reasons, effect a return to the program or provide referrals to other agencies.
* Provides vocational, career and self-sufficiency counseling, with continuous case management. As a member of the team, modifies goals as needed; evaluates client progress to determine follow-up action. If needed; continues to assist participants with personal and social issues affecting employability; handles cases with difficult need assessments and may refer participants to other agency or supervisor for intensive counseling.
* Prepares and submits narrative reports on caseload parameters and program activities; enters and retrieves data on an automated computer system; maintains appropriate records utilizing computerized and manual databases; may attend meetings and in-service training programs; may participate in special projects.
* Provides emergency food and blanket distribution when necessary.
* Completes forms as needed.
* Represents CHD with other community partners and organizations.
* Other duties as assigned.

**Supervisory Responsibilities**

None

**Required Skills and Abilities**

* Ability to read, analyzes, and interprets general service contracts or governmental regulations in English and Spanish.
* Ability to read and speak Spanish.
* Work and communicate effectively with a wide variety of individuals and groups in English and Spanish both orally and in writing. Bi-lingual Spanish – English
* Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals.
* Ability to compute rate, ratio and percent.
* Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
* Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
* Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
* Ability to maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
* Ability to use effective judgment in crises.
* Ability to solve problems and resolve conflicts effectively.
* Should be one of caring and concern for other employees and clients served.
* Should build lasting relationships with both, giving them confidence in your skills and ability.
* Ability to maintain own psychological well-being.
* Ability to recognize and manage personal bias.
* Program management and development
* Supervisory experience and ability
* Knowledge of local community resources available for farmworkers and their families.
* Techniques for gathering information and utilizing resources.
* Effective assessment techniques for both adult and youth participants.
* Knowledge of local educational systems and employment opportunities for the local area.
* Familiar with barriers facing farmworkers and their dependents regarding education and employment.
* Intermediate knowledge of MS Office.
* Facilitate workshops and conduct public presentations.
* Identify implement and coordinate educational, self-enrichment, employment training, and financial resources.
* Follow-through on activities and responsibilities in a prompt and punctual manner.
* Work evenings and/or weekends when necessary.

**Education and/or Experience**

**QUALIFICATIONS:**

EDUCATION:

1. High School Diploma, GED, or equivalent. Some college and/or AA desirable.

EXPERIENCE:

1. Demonstrate strong interpersonal and communication skills with the ability to be responsive and persuasive.
2. Two years’ experience in case management or equivalent.
3. Use personal computers, including Internet, e-mail, Microsoft Office and be able to utilized data entry systems and such.
4. Experience working with low income and diverse populations.
5. Bilingual in English/Spanish, required.

Certificates, Licenses, Registrations

1. Must possess a valid California drivers’ license, proof of auto insurance and be insurable under agency policy if driving a company or personal vehicle

# OTHER REQUIREMENTS:

# Able to attended approved training as needed.

1. Ability to work some evenings and weekends.
2. Actively participate in the safety program and provide meaningful suggestions for working safely.
3. Perform other related duties as assigned.

**WORKING CONDITIONS:**

PHYSICAL DEMANDS**:**

 A. The physical demands described here are representative of those that must be met by

 an employee to successfully perform the essential functions of this job.

 **This position requires:**

* Frequently:, Standing, Carrying, Sitting, Walking, Manual Dexterity
* Occasionally: Stooping, Lifting up to 40 lbs., Squatting, Kneeling, Bending, Pushing/Pulling
* Seldom: Climbing, Twisting
* Reasonable accommodations may be made to enable individuals with disabilities to

 perform the essential functions.

 **WORK ENVIRONMENT:**

1. This is a fast-paced environment and the noise level is usually moderate. **May have exposure to hazardous conditions/materials.**

*This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. All employees are to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers, management and stakeholders. Employment at CHD is* ***at-will****. This means employment is for an indefinite period and it is subject to termination by the employee or by CHD, with or without cause, with or without notice, and at any time.*

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Reviewed by Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_