

**POSITION DESCRIPTION**

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| **TITLE:** Bilingual Case Manager | **REPORTS TO:** Program Manager |
| **DEPARTMENT/DIVISION:** Economic Prosperity Center | **SUPERVISES:** N/A |
| **FLSA STATUS:** Exempt | **Submit Application To:** Magdalena.Sanchez@CDCofTampa.org |

**GENERAL PURPOSE AND POSITION DESCRIPTION**:

The Case Manager will work with adults aged 18+ who reside in zip code 3619. The Case Manager will assist participants in developing an individual plan, enrolling in education and training programs, obtaining employment in a demand industry that offers a competitive wage, and attaining affordable housing.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**:

* Provide direct client services to the community by the prescribed methodology; may perform crisis intervention, and advocacy to meet various socio-economic needs in a variety of community settings to improve client situations and restore self-sufficiency.
* Conducting and documenting triage and fact-finding interviews to assess basic and long-term household needs and identifying services best suited to address concerns, information and referral activities, warm referral and assistance with navigation of the local system of care, financial assistance, and community resource linkage.
* No less than monthly, face-to-face contact with the individual or family, with more frequent contact as needed.
* Monthly review of goals and success toward achieving them with the client and identification of changes that may be needed, to include revision of the written plan.
* When issues are identified in a household, take steps to proactively address solutions and implement those to help keep the client on track toward goals.
* Document client case records accurately and promptly following protocol by entering data into the database system, writing comprehensive case notes, case management plans, reports, and other pertinent information used to document contacts, resources used, and client needs in conformance with local, state, and federal guidelines.
* Determine eligibility for financial assistance funds following program guidelines
* Complete formal evaluation of financial assistance and stability of the family. This includes an ongoing assessment of needs throughout the life of the case and follow-up to case closure to measure longer-term stability.
* Complete customer satisfaction surveys as required.
* Complete and submit required reporting information timely manner and as required.
* Complete and submit appropriate case logs timely manner and as required.
* Facilitate professional workshops and educational instruction curriculums identified as required by funders and enhance the quality of services provided.
* Attends all required training and engages in other training curricula and activities mutually agreed upon with the supervisor that enhances the ability to perform the duties of this position.
* Perform such other duties as may be assigned by the supervisor.
* The case manager will be responsible for maintaining ongoing communication with other community agencies that are providing case management and household support to effectively coordinate services on behalf of the client.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

* Knowledge of case management skills
* Knowledge of and comply with the policies, procedures, and goals of the Agency and our collaborative partnership projects.
* Knowledge of a Windows-based computer operating system
* Knowledge of community resources
* Ability to collect and evaluate data
* Ability to communicate effectively verbally and in writing
* Ability to document case records and client contacts accurately
* Ability to work independently
* Ability to establish and maintain effective working relationships with others
* Ability to problem solve and make decisions independently
* Ability to organize and prioritize work.
* Ability to prepare narrative reports relating to clients, contracts, and grants.
* Skill in dealing with social service clients under stressful situations
* Must be able to work independently and identify risk factors regarding safety.

**TRAINING, EXPERIENCE, AND EDUCATION:**

* Bachelor’s degree in mental health or social services field and a minimum of one year of case management or service referral experience.
* High School diploma and seven years of case management or service referral experience.
* Knowledge of wraparound services, case planning, trauma-informed care principles, and crisis intervention skills required.

**LICENSES AND CERTIFICATIONS/OTHER SKILLS AND QUALIFICATIONS**:

* Valid State of Florida Driver's License
* Must possess and maintain a valid Florida driver’s license with no record of criminal driving offense or license suspension.
* Must possess a means of providing job-related transportation and show proof of required insurance. Must be insurable under CDC's current auto insurance policy.
* Must be able to work flexible hours, including evenings and weekends.
* Must successfully complete and maintain FDLE clearance, Federal background and state criminal background checks, and sexual predator screening.

**PROFICIENCIES**:

* Proficiency in **Spanish and English**, both spoken and written, or in another language commonly used in the community.
* Computer fluency in the following applications:
  + Microsoft Office 365, including, but not limited to:
    - Outlook
    - Word
    - Excel
    - PowerPoint
    - Publisher

**REQUIRED:**

* Travel is required
* Evenings and weekends availability is required during the program and or agency events
* Other duties as assigned

**PHYSICAL DEMANDS**

* Ability to stand for protracted periods on an infrequent to minimal basis.
* Ability to walk moderate distances on an infrequent to minimal basis.
* Ability to sit for prolonged periods daily.

**WORKING CONDITIONS**

Minimal exposure to non-weather conditions, as in a business office environment. Exposure to moderate noise, such as a business office with computers and printers, and light traffic. Minimal exposure to very loud noise from crowds, as during public engagement and civic events.

*This position description sets forth the principal duties, responsibilities, knowledge, ability, skills, and effort required to perform the essential functions of this job, as well as the position’s reporting relationships and the physical conditions under which the work must be performed. This position description may be modified from time to time to reflect the actual duties of the position.*

*CDC of Tampa, Inc. is an Equal Opportunity Employer (EOE) in compliance with the laws and regulations set forth in the following EEO is The Law Poster.*

[*www.dol.gov/ofccp/compliance/posters/pdf/eeopost.pdf*](http://www.dol.gov/ofccp/compliance/posters/pdf/eeopost.pdf)

*Qualified applicants will receive consideration for employment without regard to their race, color, religion, national origin, sex, marital status, protected status, or disability.*

*[EOE AA M/F Vet/Disability]*