



Job Description: Bilingual Case Manager – Social Services
Supervised by: Social Services Manager

Position profile: Under the supervision of the Social Services Manager, the Bilingual Case Manager is responsible for providing direct services to CRC program participants and those requesting services and resources. This includes both formal and informal case management and crisis intervention, provision of emergency assistance, facilitation of multiple homelessness prevention and intervention programs (including rental assistance, seasonal shelter, and motel voucher programs) and other services focused on supporting participants on their path to self-sufficiency, including employment readiness support, financial education, budgeting, benefits enrollment assistance, and goal setting.

Essential Functions and Responsibilities:

- Provide appropriate information, resource guidance, emergency services, basic crisis intervention and eligibility screening for participants, callers and visitors requesting assistance via CRC's Integrative Services, Food and Nutrition, Domestic Violence and Counseling Programs and maintain an ongoing and accurate understanding of the basic eligibility requirements for each.
- Manage assigned case load and provide formal and informal case management services; complete intake processes, collect eligibility documentation, perform psychosocial assessments, determine program eligibility, formulate case plans, evaluate, and submit participant requests for financial support.
- Participate in activities directly related to contract outcomes including administration of CRC's housing and shelter programs, leading groups/workshops and administering benefits application assistance and ensure that all assigned goals related to contract compliance and outcomes are met.
- Perform service advocacy on behalf of participants and research, network and attend meetings with other community agencies/resources and make appropriate referrals to link participants with programs and services for more responsive service policies and provision of needed services.
- Maintain accurate and complete physical and electronic records as required by grants and contracts, document all participant interactions and progress in standard agency format and complete required agency forms and data entry in a timely manner.
- Attend and participate in group and/or individual supervision sessions with Manager and/or Director.
- Other duties as assigned.

Requirements:

- Bilingual required (English/Spanish preferred).
- Associates degree in Social Work/Psychology/Sociology/related field required, Bachelor's preferred; if no degree, 3+ additional years' work experience may suffice in lieu of AA degree.
- 1+ years of social service experience, including case management, crisis intervention and/or counseling required; knowledge of homelessness prevention and interventions, familiarity with low-income individual/family resources and/or Domestic Violence services and Trauma Informed Care interventions is highly desirable.
- Ability to maintain a solution-focused, professional, compassionate attitude during difficult situations.
- Ability to collect, analyze, prioritize, and communicate information effectively with an attention to detail; excellent written and verbal communication skills required.
- Ability to create and maintain professional relationships with participants, community partners and colleagues.
- Experience using a Homeless Management Information System such as Efforts to Outcomes and Clarity preferred.
- MS Office expertise: Word, Excel, PowerPoint, Outlook, SharePoint, etc.

Community Resource Center is an Equal Opportunity Employer (EOE). All employees must have the legal right to work in the United States without support; sponsorship is not available, nor is relocation assistance.



- Must have completed a 40-hour domestic violence & other required training at the time it is offered by CRC and other partnering agencies.

Physical requirements:

- Primarily sedentary with intermittent standing, walking, bending, and stair climbing.
- Occasional light lifting and carrying of objects weighing up to 25 lbs.
- Ability to work in a standard office environment at a computer, including repetitive use of a keyboard and mouse.

This position is full-time, non-exempt and is paid according to federal and state laws. Candidates selected for hire are required to undergo a TB screening and a LiveScan background screening.