



CASE MANAGER I

DEPARTMENT: Youth, Adult, and Family Wellness
REPORTS TO: Senior Program Director
CLASSIFICATION: Non-Exempt

OF HOURS: Full-Time, 40 hrs
PAY RATE: \$20.00 per hour

POSITION PROFILE:

The Case Manager I oversees the referrals to the assigned program(s) including outreach, screening, comprehensive information and referrals, crisis management, intake completion, referral distribution and tracking, and client follow-up.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

- Provide screening, information, referrals, intake, assessment, and crisis management to potential agency clients seeking services/information.
- Accurately complete, track and distribute intakes/referrals for applicable program(s) in a timely manner.
- Provide program support, staff-relief, and proxy coverage as needed and/or directed by Program Director.
- Have and maintain accurate, updated knowledge of YAFW program requirements, qualification criteria, identify and maintain information on relevant existing and emerging services/resources for distribution to agency staff and clients as needed.
- Establish new and maintain existing linkages with referral sources, conduct professional outreach to promote applicable agency services, and serve as liaison between SAY and community to include accurate representation of the agency and maintain positive working relationships with the general public, clients, funding sources, referral sources, etc.
- Ability to familiarize self with commonly utilized evidenced based curricula, organize and prepare material to follow evidence-based practices, and behavioral management in a group setting
- Development and preparation of material to facilitate workshops on specific topics as requested by community partners, based on client need, and/or as directed by Program Director.
- Utilize personal vehicle for work related transportation to include, but not limited to, conducting assessments within community as requested, transportation of youth as appropriate or directed and upon Program Director approval, attend offsite meetings, drop-off/pick up documents and other materials to clients and/or referral sources, etc.

QUALIFICATIONS (Education, Experience and Certifications):

- Bachelor's Degree in Social Work or related field.
- Bilingual in English and Spanish is required.
- Minimum of two years experience providing job related experience.
- Competency and experience in working with different cultures.
- Must have access to reliable transportation and be willing to use it for job-related tasks.



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KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge and experience of San Diego, its resources and services.
- Excellent verbal and written communication skills.
- Strong customer service skills.
- Highly organized.

WORKING CONDITIONS:

ENVIRONMENT: Office and client home settings. Typically an office environment with adequate lighting and ventilation and a normal range of temperature and noise level. Job could include minimum to high intensity noise level based on whether conducting groups, one-on-one or trainings. SAY San Diego is continuing to monitor state and federal guidelines related to COVID. At the time of hire, the position may require temporary telework.

PHYSICAL REQUIREMENTS: While performing the duties of this job, the employee is regularly required to sit, use hands and arms to perform repetitive motions. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. Moderate dexterity application of basic skills (calculator, keyboard, hand eye coordination, etc.).

MENTAL: Must be able to relate well to all people of the community regardless of color, national origin, religion, sex, pregnancy, age, marital status, veteran status, sexual orientation, disability or socio-economic level. Must be emotionally mature, stable, tactful and be able to provide professional leadership.

The Job Description is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.