



# CASE MANAGER I

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**DEPARTMENT:** YAFW

**REPORTS TO:** Senior Program Director

**CLASSIFICATION:** Non-Exempt

**# OF HOURS:** Full-Time, 40 hrs

**PAY RATE:** D.O.E.

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## **POSITION PROFILE:**

The Case Manager (Intake Coordinator) oversees the referrals to the Community Services for Families (CSF) program including outreach, screening, initial contact, information and referrals, crisis management, intake completion, referral distribution and tracking, and client follow-up.

## **ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:**

- Conducts professional outreach to promote applicable agency services.
- Provide screening, information and referrals, intake and assessment, and crisis management to potential agency customers seeking services/information
- Contact all CWS referred individuals for home-based services within 3-5 days as stipulated by the County
- Serves as a resource person to CWS case managers and Child Abuse Hotline staff regarding case management and supportive services available in the designated region
- Serves as principal project liaison with CWS staff at regional Child Welfare locations
- Regularly attends CWS Case Consultation meetings and Client Centered Meetings as representative of CSF

## **QUALIFICATIONS (Education, Experience and Certifications):**

- Bachelor's Degree in Social Work or related field
- Minimum of two years experience providing job related experience
- Knowledge and experience of San Diego, its resources and services
- Competency and experience in working with different cultures
- Access to reliable transportation

## **KNOWLEDGE, SKILLS AND ABILITIES:**

- Bilingual in English and Spanish
- Strong verbal and written communication skills
- Strong customer service skills
- Highly organized

## **WORKING CONDITIONS:**

**ENVIRONMENT:** Office and occasional off-site functions. Typically an office environment with adequate lighting and ventilation and a normal range of temperature and noise level.



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**PHYSICAL REQUIREMENTS:** While performing the duties of this job, the employee is regularly required to sit, use hands and arms to perform repetitive motions. 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.*