CASE MANAGER I

DEPARTMENT: Community Engagement
REPORTS TO: Program Supervisor
CLASSIFICATION: Non-Exempt

 # OF HOURS: Full-Time, 40 hrs
PAY RATE: $19.00 - $20.00 per hour

POSITION PROFILE:
The Case Manager (Family Support Specialist) is responsible for providing regular, long-term, in-home support with families for the First 5 First Steps CalWORKS Home Visiting Program in the Central/North Central Region. Duties include: conducting assessments, implementing in-home parent education activities, connecting families to community resources, facilitating parent engagement meetings/events, and maintaining case records.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

- Provide family-centered, strength-based interventions directed at establishing a trusting relationship with the family and strengthening parent-child attachment
- Assist families in establishing goals and a plan for accomplishing those goals
- Assess the growth and development of children and provide supports and referrals as needed
- Maintain accurate case notes and other required program documentation in a timely manner
- Plan and carry out parent meetings on topics relevant to parents' needs and interests
- Conduct home visits with clients with flexibility and attention to each families' individual needs

QUALIFICATIONS (Education, Experience and Certifications):

- Bachelor's Degree in Child Development, Human Services, Social Work or related field preferred
- Experience working with families with multiple needs
- Competency and experience in working with people from a wide variety of cultures and backgrounds
- Experience working with teens, military families and/or immigrants and refugees desirable
- Access to reliable transportation and willingness to use for job-related tasks

KNOWLEDGE, SKILLS AND ABILITIES:

- Computer skills including MS Word, Excel, Outlook and data entry
- Ability to establish rapport and develop trusting relationships
- Capacity to write accurate case notes
- Knowledge of infant and child development
- Familiarity with community resources for infants, children and families
- Ability to maintain boundaries between personal and professional life

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WORKING CONDITIONS:
ENVIRONMENT: Office setting and client in-home visits. As case load increases, must be able to travel (drive to client homes) about 70-80% of the time. Job could include minimum to high intensity noise level. 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, reach with hands and arms, and talk or hear. The employee is occasionally required to walk; use hands and arms to perform repetitive motions; and stoop, kneel, crouch, or crawl. 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. Typically an office environment with adequate lighting and ventilation and a normal range of temperature and noise level. Moderate dexterity application of basic skills (calculator, keyboard, hand eye coordination).

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.