



# CASE MANAGER I

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**DEPARTMENT:** YAFW

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

**REPORTS TO:** Senior Program Director

**PAYRATE:** D.O.E.

**CLASSIFICATION:** Non-Exempt

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## **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 and referrals, intake and assessment, and crisis management to potential agency customers seeking services/information.
- Accurately complete, track and distribute intakes/referrals for applicable program(s) in a timely manner.
- Serve as liaison between SAY and community.
- Establish new linkages and maintains existing linkages with referral sources.
- Have and maintain accurate, updated knowledge of YFCS program requirements and qualification criteria.
- Accurately represent the agency and maintain positive working relationships with the general public, clients, funding sources, referral sources, etc.
- Conducts professional outreach to promote applicable agency services.
- Identify and maintain information on relevant existing and emerging services and resources for distribution to agency staff and customers as needed.

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

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

## **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.



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## **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.

**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.*