



CASE MANAGER

DEPARTMENT: YAFW/CE

REPORTS TO: Program Director/Program Manager

CLASSIFICATION: Non-Exempt

OF HOURS: Full-Time, 40 hrs

PAY RATE: \$19.10 per hour

POSITION PROFILE:

Under the Supervision of SAY San Diego's Dads Corps Program Director and Program Manager, the Case Manager is responsible for the support and coordination of SAY San Diego's Dads Corps. The Case Manager will be experienced in direct client services, family support services, multi-disciplinary case management, community development, and supervision. This position requires independent judgment, creativity, and adaptability.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

- Support the outreach, recruitment, and retention of program participants
- Maintain regular communication with clients through various mediums (in-person, over the phone, and electronic communication) from participant enrollment to program exit activities
- Provide goal-setting, care coordination, and case management services maintaining accurate documentation of client files as well as accurate and timely entries into a client tracking database
- Facilitate Dads Corps class sessions on parenting, healthy relationships, and/or economic stability
- Develop a network of key organizational partners to support clients when faced with a crisis and/or support necessary to reach personalized goals
- Provide on-going support for clients requiring additional support including life skills training, family building, legal resources, job readiness, etc.
- Other tasks as assigned

QUALIFICATIONS (Education, Experience, and Certifications):

- Bachelor's Degree in Social Work and/or related Social Science, Associate's Degree in a related field, or 2 years equivalent case management work experience
- Experience working with diverse populations with varying backgrounds
- Prior Military Service or prior experience working with military is preferred, but not required

KNOWLEDGE, SKILLS, AND ABILITIES:

- Access to reliable transportation with current car insurance
- Computer literate & proficiency of Microsoft Office package
- Ability to manage multiple demands and prioritize when needed
- Knowledge and experience of San Diego, its resources and services



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- Strong customer service skills as well as excellent verbal and written communication skills
- Ability to work some nights and weekends, as needed

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. 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.

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.