



CASE MANAGER I

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

OF HOURS: Full-Time, 40 hours
PAY RATE: \$19.00 per hour

POSITION PROFILE:

The Crawford Community Connection program is seeking a creative and dynamic Case Manager to provide comprehensive support services to students living in the area of City Heights and attending Crawford Cluster schools. As the students we serve in this school setting are mostly refugee and immigrants, the Case Manager will have experience in a cross-cultural environment as well as experience working in youth development. The Case Manager will liaison between youth and the educational and community systems that serve them.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

- Manage a caseload linking students and families to school/community information and services
- Run student groups to support their social-emotional success in school
- Provide various training and activities for students, parents, school staff, and community
- Coordinate annual events for students including back to school drive and holiday drive
- Supervise high school and college interns
- Maintain accurate updated case files and compile statistical data as required
- Maintain communication and positive relationships with school staff, students, parents, and community organizations
- Attend Crawford Collaborative, Crawford Cluster, and other relevant community meetings
- Perform other tasks as assigned by the Program Director

QUALIFICATIONS (Education, Experience and Certifications):

- Bachelor's Degree in Child/Youth Development, Human Services, Social Work, or related field
- Bilingual in common immigrant/refugee language of City Heights may be helpful (includes but not be limited to Somali, Spanish, Swahili)
- Experience in direct client service, particularly experience with at-risk youth and families, and community development
- Experience working with immigrant and/or refugee families
- Experience working with school systems is highly desirable
- Access to reliable transportation and willingness to use for job-related tasks

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the service provider landscape throughout San Diego County
- Knowledge of socio-economic problems and multi-cultural issues in the community
- Knowledge of immigrant and/or refugee families is highly desirable
- Ability to take initiative, be self-directed, and work independently



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- Computer skills including MS Word, Excel, and Outlook
- Social media and marketing skills
- Excellent verbal and written communication skill

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. 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. 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.