



Bilingual Case Manager

Job Description

Date Posted:	10/26/2022
About North Marin Community Services	North Marin Community Services (NMCS) is a non-profit organization whose mission helps to empower youth, adults, and families in our diverse community. We serve 11,000+ people in need each year, providing comprehensive services to help people achieve well-being, growth and success. Join an organization dedicated to providing a supportive and professional working environment. Located in beautiful Novato/Marin County/CA, our workplace culture is driven by our five values: teamwork and collaboration, equity, excellence, integrity, and learning and continuous improvement. Visit www.northmarincs.org to learn about the impact of our services, and how you can make a difference in Novato.
Job Title:	Bilingual Case Manager
Status:	Full-time, hourly non-exempt position
Salary Range:	\$26 - \$28/hour. Generous benefit package including medical, dental, and vision benefits, life insurance, earn up to 3 weeks PTO (mental/physical health and vacation) in your first year, 12 paid holidays/year, employee assistance program, up to 2% retirement employer match, and childcare discount. Sign on bonus of \$1,000 upon hire.
Reports to:	Community Support Services (CSS) Manager
Purpose:	Provide screening, assessment, case management, and life skills education to support youth, adults and families at NMCS and in the community. This position includes working collaboratively with internal and external partners to ensure that program participants are connected with all available resources. This position is also responsible for determining program participant eligibility.
Essential Functions:	<ul style="list-style-type: none">• Provide comprehensive case management services as part of the CSS team, including:<ul style="list-style-type: none">○ Intake assessment and 6-month reassessment, goal setting, and progress monitoring for caseload○ Ensuring benefits eligibility and enrollment support (Dollar Energy Fund, CalFresh, etc.);○ Connecting program participants to Emergency Rental/Deposit Assistance, Prevention and Stabilization Services, as appropriate; and○ Providing linkages to resources, advocacy, education (financial and other), and referrals to community resources in a seamless and integrated manner.• Participate in program planning and evaluation activities.• Input and maintain documentation in an electronic records database, and ensure that all paperwork and charting requirements/reports are completed correctly and submitted on time.• Develop strong collaborative relationships and participate in agency meetings, inter-agency meetings, case consultation, behavioral health trainings, and other activities as assigned.• Participate in holiday campaign activities with participants, including Holiday Share and Heroes and Helpers• Participate in collaborative agency network meetings• Be a strong ambassador for the agency including knowing and adhering to the agency's mission, values and programs; referring program participants; and engaging volunteers and donors when possible.• Additional duties as assigned.
Qualifications:	Required Qualifications: <ul style="list-style-type: none">• Fluent in English and Spanish, both written and spoken• Four years of experience providing case management or service coordination to diverse, income-qualified participants

- Strong communication skills and experience working with diverse, income-qualified participants
- Strong time management, organization, and attention to detail
- Ability to track multiple participants with various needs and various stages of growth.
- Compassion toward people who are struggling, and a love of helping.
- Problem-Solving Skills: Think critically and clearly about participant situations to set goals and find solutions.
- Must demonstrate good judgment and possess conflict resolution skills.
- Proficient in Microsoft Office, including Word and Excel

Preferred Qualifications:

- Bicultural
- Knowledge of Marin County resources and partner agencies
- Apricot Social Solutions (electronic records database) experience
- Bachelor's degree in a related field and two years of case management experience

Conditions of Hire:

- Fully vaccinated against COVID-19 unless granted a medical or religious exemption.
- Pre-employment health exam including proof of vaccinations and TB test clearance.
- Criminal record clearance or exemption from California Department of Social Services. All convictions other than minor traffic violations require an exemption, including convictions that have been expunged.

**To apply for
this position:**

Please visit <https://www.northmarincs.org/careers-internships/>

**Equal
Opportunity**

North Marin Community Services welcomes and encourages all qualified candidates to apply – especially as we recognize that people bring experience and skills beyond just the technical requirements of a job. We also know that self-doubt can sometimes get in the way of stretching professionally, so if your experience is close to what you see listed here, please consider applying. We value our differences and respect everyone – regardless of race, color, religion, sex, gender identity or expression, sexual orientation, national origin, citizenship status, marital status, genetics, AIDS/HIV, medical condition, political affiliation, disability, age, status as a victim of domestic violence/assault/stalking, or military/veteran status. If you have a disability and need assistance and/or accommodation with applying for a job, please contact hr@northmarincs.org or 415-892-1643 ext. 224.