



## Case Manager I

### About the Organization

Canal Alliance exists to break the generational cycle of poverty for Latino immigrants and their families by lifting barriers to their success. Canal Alliance is a nonprofit champion of immigrants who are challenged by a lack of resources and an unfamiliar environment.

### Position Summary

Canal Alliance is seeking a bilingual Case Manager I to join its Opportunities for Youth-Client Success Team, within the Social Services. This role supports young Latino immigrants and their sponsors in accessing wraparound services including but not limited to: financial literacy, education, housing, employment, physical health, mental health, legal referrals/non legal immigration supports. The Case Manager I assist youth and sponsors in accessing service systems (such as social services, education, immigration support, etc.) and other appropriate social services, interpretation, and advocacy in support of each participating youth's needs and goals. The Case Manager I ensures the delivery of bilingual services through case management, assisting their clients as they towards their short-and long-term goals. This role reports directly to the Client Success Team Supervisor and works within a small committed multidisciplinary team.

### Essential Functions

- Responsible for providing direct case management to individuals experiencing multiple challenges including meeting immediate needs, providing information, referrals, linkages, and advocacy to assist clients in accessing local services and resources.
- Monitor progress towards client goals and program-wide outcomes.
- Assess and document if clients are interested in and eligible for a long-term commitment to attaining English fluency, legal status, and/or the next level of education.
- 80% case work/case management and 20% mentoring/attending and presenting at partner meetings, (allocation of time may vary week to week).
- Maintain records, notes, and data for evaluation purposes.
- Able to work late at least once a month to attend soccer practice
- Work closely with the Immigration Legal Services team to stay up to date with changes in immigration policies and change our practices/services accordingly.
- Serve as Canal Alliance representative at inter-and intra-agency meetings as needed.
- Lead orientation sessions for new clients, conduct assessment interviews, facilitate client group discussions
- Develop and maintain working relationships with community agencies

## **Requirements**

- 2+ years of experience working in public and community health, case management or similar occupations
- 2 years of experience working as a case manager with a caseload
- Preferred: Trained in Trauma-Informed Practices
- High school diploma and AA or AS. Bachelor's Degree preferred
- Experience working with youth, preferably ages 14-21 years old
- Experience collaborating with government agencies and community based organizations
- Experience leading/ facilitating groups
- Fluent in Spanish and English

## **Preferred Requirements**

- Proficiency in community resources, public social service, and assistance programs
- Exceptional problem-solving and critical thinking skills
- Highly skilled in active listening; empathetic, client centered, strength-based case management
- Ability to work effectively across multiple functions and roles within a complex organization and in collaboration with government agencies and community based organizations
- A proven record of effectively planning, organizing and using resources to take action and achieve goals
- Strong interpersonal skills and the ability to build effective working relationships with colleagues,

## **Compensation**

This is a full-time, non-exempt position with benefits. We offer a competitive salary of \$26.40/hr with a benefits package that includes 3 weeks paid vacation a year, 12 days of sick leave a year, a voluntary vision plan and 100% paid employee medical & dental insurance. In addition, there are at least 10 paid holidays annually, a 403(b)-retirement plan, a Flex cafeteria plan, long term disability insurance and an employee assistance program.

## **Application Process**

Please apply through this link <https://recruiting.paylocity.com/Recruiting/Jobs/Details/1382666>