

## **Case Manager – Opportunities for Youth**

### **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. Every day, we educate, empower, support, and partner with motivated immigrants to best meet all their unique needs—from putting food on the table, to becoming American citizens, to learning English, to graduating from college.

Canal Alliance strives for a trauma-informed collaborative and inclusive culture. We invest in high quality services, professional development and work-life balance.

### **Position Summary**

We are currently seeking a dynamic and adaptable Unaccompanied Minor Case Manager to join our team in a hybrid office role. As a dedicated Case Manager, you will be responsible for providing comprehensive case management and support services to unaccompanied minors who have migrated or been displaced without their parents or legal guardians. In this critical role, you will collaborate closely with government agencies, non-profit organizations, and other stakeholders to ensure the safety, well-being, and appropriate care of the minors throughout their immigration or resettlement process.

### **Responsibilities**

#### **Case Management and Assessment:**

- Conduct initial assessments to determine the individual needs and circumstances of unaccompanied minors.
- Develop individualized case plans, considering the minor's safety, health, education, legal status, and emotional well-being.
- Regularly review and update case plans as needed based on the minor's progress and changing circumstances.
- Conduct regular meetings with youth at their educational institutions to provide support, guidance, and assistance to the students in their academic and personal development.
- Provide one-time financial assistance to assist with transportation, food, utilities, rental, clothing, or other essential items.

#### **Advocacy and Support:**

- Advocate for the rights and best interests of unaccompanied minors, ensuring their access to appropriate services and resources.
- Providing compassionate emotional support and crisis intervention to minors experiencing trauma or distress and proactively assessing the need for further mental health services and other appropriate resources

#### **Referrals and Resource Coordination:**

- Identify and collaborate with appropriate service providers, healthcare, education, and mental health services.
- Coordinate and facilitate access to medical and mental health care, educational opportunities, vocational training, social support, temporary shelter, food, and other essential resources.
- Provide assistance with the completion and submission of applications for services.
- Connect minors with language and cultural support services as needed.

#### **Case Documentation and Reporting:**

- Maintain accurate and up-to-date case records, documenting all interactions, assessments, and service provision.
- Prepare regular reports for government agencies, funders, and stakeholders to monitor the progress and outcomes of the cases.

#### **Outreach:**

- Promote the availability of OFY services to youth and families and identify resources that meet critical assistance needs of youth and families.

#### **Interagency Collaboration:**

- Collaborate with local and federal government agencies, non-profit organizations, and community partners involved in the care of unaccompanied minors.
- Actively engage in collaborative efforts with fellow team members and behavioral health clinicians.
- Attend meetings, conferences, and training sessions related to unaccompanied minor services.

#### **Requirements**

##### **Qualifications**

- Bachelor's degree in social work, psychology, human services, or a related field, an associate degree may be considered based on experience. Master's degree is a plus.
- Prior experience in case management or direct services for vulnerable populations, preferably with unaccompanied minors or refugee populations.
- Proficiency in Spanish is required for this position. Additionally, fluency in other native languages is considered an advantageous attribute for this position.
- Availability to work flexible hours, including evenings, as needed, to accommodate the schedules of students who are in school during the day.
- Familiarity with child protection and immigration laws, regulations, and policies pertaining to unaccompanied minors is considered a plus for this position.
- Strong communication and interpersonal skills, with the ability to work effectively with diverse individuals and cultures.
- Compassion, empathy, and sensitivity to the unique needs and experiences of unaccompanied minors.
- Ability to handle crisis situations and maintain professionalism under pressure.
- Knowledge of community resources and social service programs available to unaccompanied minors.

- Strong organizational and time-management skills, with the ability to prioritize tasks effectively.
- Ability to work independently and as part of a team, fostering positive working relationships.
- Canal Alliance requires all staff be COVID vaccinated with the exception of those who have medical or religious beliefs exemptions.

### **Compensation**

This is a full-time, non-exempt position with benefits. We offer a competitive hourly pay range from \$28-\$30 with a benefits package that includes:

- 3 weeks paid vacation per year
- 12 days of sick leave per year
- 4 Wellness Days per year (one per quarter)
- Paid Birthday each year
- 16 paid holidays per year
- 100% paid employee medical & dental insurance, life insurance, LTD, and EAP.
- 403(b)-retirement plan with employer match of up to 4% after 3 months of employment.
- Voluntary benefits include FSA, vision, life, and pet insurance, as well as coverage for dependents.
- Telehealth for physical and mental health

### **Location**

This position is hybrid, minimum of 3 days onsite in San Rafael. Attendance at quarterly in-person staff retreats, and any other in person trainings and meetings as needed as well as occasional night and weekend events.

### **Canal Alliance Equity and Inclusion Statement**

Canal Alliance actively promotes and recognizes principles of fairness, equity, and social justice in relation to, and across, intersections of race, age, color, national origin, ethnicity, citizenship, sex, sexual orientation, gender identity, gender expression, religion, disability, ancestry and all other identities represented among our diverse employees.

### **Salary Description**

\$28-\$30

### **Application Process**

Please apply by clicking this link

<https://recruiting.paylocity.com/Recruiting/Jobs/Details/1882967>