

## **Bilingual Case Manager**

### **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, and gaining quality, career-path employment.

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 actively seeking a dynamic and energetic individual to join our Social Services team as a Bilingual Case Manager. In this role you will be responsible for providing comprehensive case management services to clients, with a focus on delivering support in both English and Spanish. The ideal candidate is passionate about helping others, possesses strong communication skills in both languages, and is committed to making a positive impact on the diverse communities we serve. Your role will involve assessing client needs, developing tailored service plans, and advocating for access to essential resources. The objective is to empower clients, facilitating their ability to overcome obstacles and enhance their holistic well-being. This aligns with Canal Alliance's mission to break the generational cycle of poverty among Latino immigrants and their families.

This role will be under the supervision of the Case Management Supervisor within the Social Services Department.

### **Responsibilities:**

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

Conduct thorough assessments of client/family needs, considering linguistic and cultural factors.

Identify and prioritize client/family goals and objectives.

Develop and implement individualized service plans, considering the unique needs of bilingual clients/families.

Collaborate with clients/families to set realistic and achievable goals.

#### **Advocacy, Education and Support:**

Guide clients/families through complex systems with a focus on linguistic inclusivity.

Educate clients/families about available resources and support systems in a bilingual context and help them develop skills for self-advocacy.

Offer emotional support and encouragement to promote client resilience.

Advocate for clients' rights and ensure access to appropriate services, taking into account language and cultural considerations.

**Referrals and Resource Coordination:**

Identify and connect clients/families with bilingual community resources.

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.

Stay informed about available resources and services in both languages.

Coordinate service delivery, collaborating with bilingual service providers and community resources.

Ensure seamless integration of services to meet the diverse needs of clients/families.

**Case Documentation and Reporting:**

Manage multiple cases efficiently, and maintain accurate and up-to-date case records, documenting all interactions, assessments, and service provisions.

Collaborate on reports for government agencies, funders, and stakeholders to monitor the progress and outcomes of the cases.

**Communication:**

Maintain clear and accurate documentation in both English and Spanish.

Communicate effectively with clients, colleagues, and external partners.

**Interagency Collaboration:**

Collaborate with local and federal government agencies, non-profit organizations, and community partners.

Actively engage in collaborative efforts with fellow team members and

**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

- Proficiency in Spanish is required for this position. Additionally, fluency in other native languages is considered an advantageous attribute for this position.
- Openness to working flexible hours within an 8 a.m. to 6 p.m. timeframe, encompassing an 8-hour workday.
- 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 clients served.
- Ability to handle crisis situations and maintain professionalism under pressure.
- Knowledge of community resources and social service programs available in Marin County and the Bay area.
- Strong organizational and time-management skills, with the ability to prioritize tasks effectively.
- Proficient in documentation and case management software.
- Ability to work independently and as part of a team, fostering positive working relationships.

### **Compensation:**

This is a full-time, non-exempt position with benefits. We offer a competitive hourly 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

**This is a hybrid position requiring 3-4 days per week at our office in San Rafael. Attendance at quarterly in-person staff retreats is required.**

### **Application Process**

Please apply by clicking this link

<https://recruiting.paylocity.com/Recruiting/Jobs/Details/2141943>

