



CSS Case Manager

Job Description

About North Marin Community Services

North Marin Community Services (NMCS) is the anchor human service non-profit serving Novato/North Marin for the past 51 years. Our mission is to empower youth, adults, and families in our diverse community to achieve well-being, growth, and success; we envision a strong community with opportunities for all. A trusted community resource, our quality programs are grounded in stability, expertise, and commitment to effectively address the changing needs of our community. Recognized for our leadership and program excellence, we provide vital resources, educational opportunities, and economic support to individuals and families in our community. Whether in the form of short-term assistance or long-term intensive partnership, our interconnected services work together to encourage success at home, at school, and in life to over 10,000 people annually. 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.

Most Recent Update: Job Title:

2/6/2024

Community Support Services (CSS) Case Manager

Status:

Full-time, hourly non-exempt position. Schedule Mondays – Fridays. Hybrid schedule possible in accordance with NMCS policy and manager approval.

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:

- Provide comprehensive case management services as part of the CSS team, including:
 - 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; provide financial literacy and education as needed.
 - 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.
- Enroll, refer, and support participants in new NMCS programs and funding streams; including but not limited to all NMCS supported programs: CalAIM, Coordinated Entry, and other prospective programs.
- Participate in and support the NMCS weekly Food Pantry as needed.
- Assist other NMCS departments and programs with case management needs.
- 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, NMCS assigned trainings, and other activities as needed.
- 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.
- Maintain current CPR and First Aid Certification (willing to send to training).
- Job may include walking up and down stairs, standing, lifting and moving small items of up to 25 lbs.

North Marin Community Services

For more information about our agency or our programs, visit www.northmarincs.org

- Additional duties as assigned

Qualifications:

Required Qualifications:

- 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:

- 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:

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