



Job Title: Community Assessment Team Case Manager

Classification: Full-Time (40 hours/week)

Pay: \$21.00 per hour

Hours: Monday – Friday from 9am to 6pm. Hours subject to change, occasional hours in the early mornings, late evenings, and weekends.

Reports to: Youth Services Manager

Work Location: In-Person

Casa Familiar (Casa) was founded in 1973 and is a 501(c)(3) community-based organization dedicated to serving residents in South San Diego County and specifically the border community of San Ysidro.

The mission of Casa Familiar is to enhance quality of life for people living in underserved and underrepresented communities.

Casa Familiar Values: Integrity, Respect, Familia, Culture & Community

About this Position

Casa Familiar is hiring a Case Manager as part of the Community Assessment Team (CAT). CAT provides community-based services designed to keep at-risk youth, ages 6 to 18, from entering and/or re-entering the juvenile justice system. Under the supervision of the Youth Services Manager, the Case Manager is responsible for taking an ethical, professional, and holistic approach to determining and tailoring the services and referrals that best meet the needs of each individual youth and their family. The Case Manager will conduct youth and family assessments, youth exit interviews, and connect youth to internal and external resources. This position will be assigned to additional programs based on needs.

Key Responsibilities

The following responsibilities are those considered to be essential, but do not represent all the job functions that may be required to be performed by this position. Other comparable duties and responsibilities may be assigned as needed. Responsibilities may overlap with other programs.

- Provide assessment, prevention, intervention and referral services to identified at-risk youth and their families
- Provide case management to actively plan, coordinate, develop, monitor, and evaluate goals and services for youth and family with emphasis on quality of care, continuity of services, and cost-effectiveness
- Complete comprehensive family-based assessments for identified youth, including the Family Wellbeing Assessment and the Strengths & Difficulties Questionnaire
- Conduct home visits, school visits, field visits, and office visits to best meet the needs of the youth and family
- Maintain case records and client files in the Efforts to Outcomes (ETO) and Salesforce databases as required by Casa Familiar and partners
- Collaborate with Casa Familiar staff, communicate and share responsibilities to complete projects and tasks efficiently
- Appropriate coordination of contacts with other public and private organizations and individuals, as necessary to effectively serve clients (e.g. progress reports to referral sources, client referrals to other agencies)
- Facilitate evidence-based, trauma-informed center-based groups for youth and/or caregivers

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- Complete monthly statistical reports of services including success stories, and other pertinent documentation
- Outreach to target population to effectively reach those in need of services
- Participation in special events, such as fundraisers, staff and partner meetings, school events, and community events
- Provide crisis intervention services to youth and families when required
- Adheres to Casa Familiar policies and procedures and meets all legal, contractual, financial and other compliance requirements
- Partake in a Community Event Committee, Summer Camp, and other youth programming under Youth Services
- Represents Casa Familiar in a positive, ethical, and professional manner
- Supports the mission, vision, and values of Casa Familiar
- Attend All-Staff meetings, regularly scheduled team meetings, supervision meetings, and other meetings assigned
- Other duties as assigned by the Youth & Seniors Services Director and/or Youth Services Manager

Education & Experience:

- Minimum 1-2 years of experience working with children, youth and families from underserved and underrepresented communities
- Minimum of 1-2 years of experience with case management, restorative justice practices, crisis intervention, community and school resources, counseling, outreach, and advocacy
- Experience working with youth in truancy-related issues, school or educational needs, family support, runaways, substance use or abuse, domestic/teen relationship violence, mental health, trauma, and loss of parent or caregiver.
- Experience with college preparation assistance including financial aid and college applications
- Bachelor's Degree required in psychology, sociology, child development, counseling, social work, or closely related field

Essential Skills:

- Excellent clear, accurate, and effective verbal and written communication skills
- Effective active listener
- Passionate about working with youth from underserved and underrepresented communities
- Uplifts and empowers youth
- Engages and retains youth
- Be self-aware and non-judgmental
- Easily conducts outreach activities and presentations to small and large audiences
- Ability to focus on work independently and work in a team setting
- Reliable and punctual
- Patient, approachable, and positive attitude
- Approachable, positive attitude and outgoing
- Punctual and reliable
- Culturally competent
- Ability to prioritize, multi-task, and effective problem-solve
- Demonstrates efficiency in the use of Microsoft Suite: Word, Excel, PowerPoint, and Outlook



- Fluent in English & Spanish

Qualifications & Requirements:

- Provide COVID-19 vaccination that reflects full vaccination status
- Reliable transportation and valid California driver's license (Required)
- Successfully pass background checks, including Probation Clearance

On The Job Training (not all inclusive)

1. ETO & Salesforce Training
2. Organization-wide policies
3. Emergency Procedures
4. Trauma Informed Care
5. Sexual Harassment Training
6. Mandated Reporter Training
7. Domestic Violence Training

Additional

This position requires sitting at a desk or workstation, walking, standing, climbing stairs, hearing, speaking, being able to lift up to 25 lb. and able to drive to different locations and do other errands pertaining to organizational operations. A background check is required. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. This is a full-time position with occasional work responsibilities on weekends and/or evenings, depending on the season calendar.

Benefits:

- Medical, dental, vision, and life insurance
- Retirement: 403(b) – Casa contributes 3% of the annual income.
- Paid Time Off
- Paid Bereavement
- Paid Jury Duty
- Employee Retention Benefit

Casa Familiar is an equal employment opportunity employer. Casa does not and shall not discriminate based on race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

If you have any questions, please send an email to hr@casafamiliar.org and include your first and last name, along with the position title for which you are applying, in the subject line of the email.