



Bilingual Case Manager

Job Description

APPLICATION DEADLINE:

POSITION AVAILABLE: ASAP

Date Posted: 04/24/2019

About the North Marin Community Services North Marin Community Services (NMCS) is a one-of-a-kind 501c3 non-profit agency with a mission is to empower youth, adults and families in our diverse community to achieve well-being, growth and success. NMCS, a merged organization of the Novato Youth Center and Novato Human Needs Center, was formed on January 1, 2018. Become a part of the NMCS community filled with youth, families, and a dedication to providing a supportive, professional working environment. Located in beautiful Novato CA, Marin County, we value teamwork and collaboration, cultural competence, excellence, integrity, and learning and continuous improvement. Visit www.northmarincs.org for more information us.

Job Title: Bilingual Case Manager

Status: Full-time, 40 hours/week, non-exempt.

Salary Range: \$48,000-\$52,000/year DOE. Generous benefit package including medical and dental benefits, PTO, employee assistance program, up to 2% retirement employer match, and childcare discount. Sign-on bonus of \$250 at three months of employment.

Reports to: Director of Programs & Organization Development

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 within several of NMCS' departments and collaboration with Marin Community Clinics, the Novato Unified School District, and other service providers. It also determines eligibility for direct resources and supports.

Essential Functions:

- Provide comprehensive case management services including: intake assessment, benefit eligibility and enrollment (rental assistance, childcare scholarships, CalFresh, etc.), goal setting, progress monitoring, linkages to resources, advocacy, education (financial and other), and referrals to community resources in a seamless and integrated manner.
 - Play an integral role on the weekly Novato Teen Clinic and NMCS Playgroup by administering an evidence-based behavioral health screen. For youth who would benefit from additional services, engage in case management and/or facilitate "warm handoffs."
 - Participate in program planning and evaluation activities.
 - Assist the Latino Services Director in facilitating a life skills group for Newcomer youth.
 - Partner with NMCS therapists to provide case management, including managing the waitlist for the Bilingual Therapist and providing a few hours per week of translation for counseling.
 - Input and maintain documentation in an online software system, and ensure that all paperwork and charting requirements/reports are completed, valid, and submitted on time.
 - Develop strong collaborative relationships and participate in agency meetings, inter-agency meetings, case consultation, behavioral health trainings, and other activities as assigned.
 - 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.
 - Additional Duties as assigned.
- Minimum qualifications:**
- Bachelor's degree in a related field and two years of case management experience preferred or at least four years of experience providing case management or service coordination with low-income clients.
 - Bilingual English/Spanish.
 - Knowledge of Marin County resources and partner agencies.
 - Strong communication skills and experience working with diverse low-income clients.
 - Strong time-management, organization, and attention to detail: Ability to track multiple clients with various needs and various stages of growth. Ability to transition smoothly between various job

functions.

- Compassion toward people who are struggling, and a love of helping.
- Problem-Solving Skills: Think critically and clearly about client situations to set goals and find solutions.
- Must be able to work both autonomously and as part of a team.
- Must demonstrate good judgment and conflict resolution.
- Proficient in Microsoft Office, including Word, Excel, PowerPoint, and Publisher.
- A valid driver's license, and must be insurable under the agency's current auto insurance policies. Also, must be able to provide own car (eligible for mileage reimbursement).

**Other
Requirements:**

Job may include walking up and down stairs, standing, lifting and moving small items of up to 25 lbs. Candidate must pass a livescan background check and a pre-employment health exam including proof of vaccinations and TB test clearance (costs reimbursed). An applicant with a conviction, other than a minor traffic violation, including a misdemeanor and/or felony, will not receive background clearance. Maintain current CPR and First Aid Certification (willing to send to training).

**To apply for
this position:**

Please submit your resume and cover letter by e-mail to:

HR@northmarincs.org
North Marin Community Services
Attn: HR Department
680 Wilson Avenue, Novato, CA 9494
Bilingual applicants are encouraged to apply.