

FLSA Status: Non-Exempt
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Job Title: Bilingual Case Manager
Reports To: Director of Family Support
Location: Positive Tomorrows
Prepared Date: 2/10/2025

Summary:

A Case Manager is responsible for implementing support interventions to parents, their children, and the community as directed by the Positive Tomorrows Purpose Statement, Mission Statement and Strategic Plan. A Case Manager assists with enrollment of new students, works alongside parents to set and achieve goals, and facilitates care of student families during their tenure at Positive Tomorrows. Provision of care includes securing housing, being a liaison between the education staff and families, creating spaces which promote empowerment, accessing resources, and building community to help families rebuild safe, stable, and nurturing homes for themselves and their children.

Essential Duties and Responsibilities:

- Serves a strategic role in fulfilling the Family Support plan for the organization. Monitors and tracks progress in meeting goals.
- Provides direct support, referrals, and advocacy for services such as housing, employment, healthcare, and education in a manner respect the diversity and unique needs of Spanish-speaking individuals and families. Will also work with some primarily English-speaking clients.
- Affects positive change in lives of families through individualized interventions and program implementation focused on ending and preventing homelessness for families.
- Maintains caseload of families making regular visits and communication to assess needs, set goals and develop intervention plans to assist families in meeting goals.
- Collaborates with interdisciplinary staff and departments through communication, meetings, service planning, and crisis interventions.
- Develops relationships with community organizations and social services agencies to initiate referrals and provide the most effective services to families.
- Maintains appropriate records and files, including usage of assessment tools, Salesforce, Homeless Management Information System, data collection, service planning, and timely case documentation.
- Contacts families of absent students to address barriers, providing updates to staff members.
- Responsible for community engagement which results in enrollment of new students. Builds relationships with other agencies, businesses, and individuals who work with unhoused families.
- Collaborates with school counselors, contract therapists, and mental health providers to promote safety and wellness of students and families.
- Maintains ongoing relationships with landlords and housing authorities to secure leases and support client housing stability.
- Assists with transportation needs; includes driving company vehicles, transporting clients etc.
- Assists with promotion and implementation of family holiday projects, parent/teacher conferences and school events.
- Reports regularly to Family Support Director regarding activities and progress towards meeting goals. In the absence of Family Support Director, reports to the Lead Case Manager.
- Assists with fundraising efforts by providing data, client stories, etc.
- Other duties as assigned.

Knowledge, Skills and Abilities:

- Knowledge of strengths-based social services practices; particularly concerning homeless populations.
- Knowledge of general office procedures and processes.
- Knowledge of office software programs (Microsoft Office, Outlook, database software).
- Ability to work collaboratively on a multidisciplinary team.
- Ability to speak and understand Spanish communication both orally and written
- Proficient in spoken and written Spanish and English, with strong comprehension and communication skills.

Personal Characteristics:

- Person of exemplary character who is deeply committed to Positive Tomorrows' mission.
- Ability to work in confidential matters.
- Ability to be responsive to change and to address new challenges in providing services.
- Ability to work with individuals from diverse backgrounds, cultures, and identities.
- Able to establish and maintain effective internal and external working relationships.
- Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities. Think critically and analyze situations.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies :

- Uses effective and ethical case management practices.
- Problem Solving – critically appraises challenges with a solution focused mindset.
- Customer Service - Meets commitments while being respectful towards others.
- Interpersonal - Maintains confidentiality of families while balancing correspondence with other professionals. Remains open to others' ideas and perspectives and tries new approaches when appropriate.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations with families and other professionals. Demonstrates group presentation skills for large and small groups.
- Written Communication - Writes clearly and informatively, documenting incidents promptly.
- Leadership - Displays passion and optimism, while maintaining respect and objectivity.
- Ethics - Treats people with respect, keeps commitments, inspires the trust of others, works with integrity, and upholds organizational values and mission.
- Organizational Support - Follows policies and procedures, completes administrative tasks correctly and on time, supports organization's mission, and supports organization through outside activities and relationships.
- Adaptability - Manages competing demands; able to deal with frequent change, delays, or unexpected events.
- Dependability - Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, commits to long hours of work when necessary to reach goals, and completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily, undertakes self-development activities, seeks increased responsibilities, takes independent actions and calculated risks, looks for and takes advantage of opportunities, asks for and offers help when needed.
- Judgment - Displays willingness to make decisions, exhibits sound and accurate judgment, supports and explains reasoning for decisions, and includes appropriate people in a decision-making process.
- Motivation - Sets and achieves challenging goals, demonstrates persistence, and perseverance to overcome obstacles, inspiring and encouraging other stakeholders.
- Professionalism - Approaches others in a tactful manner, reacts well under pressure, treats others with respect and consideration regardless of their status or position, accepts responsibility for own actions, and follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness, looks for ways to improve and promote quality, applies feedback to improve performance, and monitors own work to ensure quality.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Education/Experience:
 - Bachelor's in social work or related field; may be substituted with combination of work and education
 - 2 years experience in providing social services to children and families preferred
- Language Ability:
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Math Ability:
Ability to calculate figures and amounts such as discounts, interest, and percentages.
- Reasoning Ability:
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Computer Skills:
To perform this job successfully, an individual should have knowledge of Word Processing software, Spreadsheet software, Internet software, Project Management software and Database software.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be willing to work flexible hours, including evenings and weekends.
- Must have vision and auditory abilities to operate office equipment listed above.
- Must possess a valid Oklahoma Driver's license, have reliable transportation and the ability to drive.
- Must be able to carry 25 pounds

Case Manager Signature

Date

Director of Family Support Signature

Date

President/CEO Signature

Date

