



**CENTRAL AMERICAN RESOURCE CENTER**  
**CENTRO DE RECURSOS CENTROAMERICANOS**

<b>Job Title:</b>	Case Manager
<b>Status:</b>	100% Time (37.5 hours/week)
<b>Starting Salary:</b>	Competative Salary
<b>Reports To:</b>	Program Director
<b>Program Address:</b>	3143 Mission Street, San Francisco, CA 94110

### **CARECEN San Francisco**

CARECEN SF is a non-profit organization established in 1986. CARECEN SF seeks to empower and respond to the needs, rights, and aspirations of underserved communities by providing health, legal and educational services to the Latino and immigrant population of Northern California. CARECEN SF works for social and economic justice through grassroots immigrant community empowerment. CARECEN SF offers legal/immigration, violence prevention/tattoo removal, health and wellness education, parent and youth leadership development, youth and family case management and advocacy.

### **Family Wellness Program**

CARECEN SF's Family Wellness Program (FWP) aims to nurture, support and build community engagement by offering crisis management services and family advocacy to parents in our surrounding community. FWP case managers work closely with program participants to develop goals and work towards them through referrals and linkages to community and other resources; accompaniment to appointments; and support navigating educational, health, and other institutions. Case managers also strive to grow participants' knowledge of community resources, increase understanding of systems and expand the skills of parents in order to enhance their ability to be effective advocates for themselves and their families.

FWP is part of a collaborative project with the Chicano/Latino Family Resource System – Mission Family Resource Center (CLFRS-MFRC) to provide effective family support. The collaborative project is made up of four agencies, Institute Familiar de la Raza, the Mission Neighborhood Center, La Raza Community Resource Center and CARECEN SF. The purpose of the CLFRS-MFRC is to combine efforts to develop prevention, early intervention, and intensive case management programs and services to high risk families living in the Mission District and Chicano/Latino families throughout San Francisco.

### **Job Description**

The case manager will work as a team member of the Family Wellness Program. Under the immediate supervision of the Family Wellness and Health Programs Director, the case manager is responsible for providing intensive client-centered and strength-based case management to families. The case manager will conduct outreach, initial intakes and risk assessments; and with the client, develop and support families in succeeding in the implementation of an individualized service plan (ISP) designed to promote personal empowerment, family wellness and self-sufficiency.

**Essential Duties:**

The duties of a case manager include, but are not limited to the following:

- Develop an outreach work plan targeting Latino immigrant families
- Perform comprehensive intake and assessment of the service needs of families and develop ISP based on client goals
- Provide basic and comprehensive information and referrals in the areas of social/health services, job training and job placement, food, housing and shelter, etc.
- Advocate on behalf of families in the areas of education, health and social services, and employment etc.
- Facilitate groups using culturally relevant curriculums, including *Cara y Corazon*, *Abriendo Puertas* and other approved curriculum
- Maintain participants files through regular progress notes and other client documentation
- Attend CARECEN SF staff meetings once a month and regular case consultations meetings
- Attend collaborative meetings including CLFRS-MFRC meetings, and others as assigned
- Write monthly reports and enter CMS data weekly
- Work with collaborative partners for outreach and referrals
- Provide culturally competent services (linguistically, cultural and generational)
- Conduct community outreach and public education through presentations on program services
- Participate in public advocacy, civic involvement and organizing efforts
- Conduct office administrative tasks such as answering phones, photocopying, responding to mail and other duties as assigned
- Other duties as assigned by program manager

**Qualifications:**

- BA/BS in Social Work or related field and a minimum of five years professional experience
- Have a minimum of 2 years of case management experience
- Extensive experience working with Latino immigrant families
- Bicultural/Bilingual (fluent in both English and Spanish)
- Languag capacity in Mayan languages of Mexico and Central America, including Mam is highly desired
- Experience with group facilitation and strong public speaking skills
- Ability to work independently, as well as part of a team
- Knowledge of community institutions and other governmental service programs
- Strong written and verbal communication skills
- Sensibility and empathy for families and youth and their emotional needs
- Ability to work some evenings and weekends

**Salary & Benefits**

Competitive Salary based on experience. CARECEN SF offers a rich package of health insurance, dental insurance and vision insurance. In addition, CARECEN SF offers professional development benefits, which includes trainings and educational opportunities. CARECEN SF is also committed to workforce diversity. Qualified applicants will receive full consideration without regard to age, race, color, religion, gender, sexual orientation or national origin.

**Contact:**

Email a cover letter summarizing your qualifications for this position, along with your resume, to Vanessa Bohm, Family Wellness and Health Programs Director at [vanessa@carecensf.org](mailto:vanessa@carecensf.org). Please no phone calls.