

Job Title:	Senior Case Manager
Status:	Full-Time Position (37.5 hours/week)
Starting Salary:	65,000 - 70,000K/yr
Reports To:	CARECEN SF Family Wellness and Health Promotion Programs Director
Program Address:	Kali K'iin Office at 3143 Mission Street, San Francisco, CA 94110

About CARECEN SF:

CARECEN SF is a non-profit organization established in 1986. CARECEN SF empowers and respond to the needs, rights, and aspirations of Latino, immigrant and under-resourced families in the San Francisco Bay Area – building leadership to pursue self-determination and justice. Rooted in its cultural strengths and born out of the Central American justice struggles, CARECEN SF envisions our diverse immigrant community as thriving, where families prosper, build effective community institutions and participate confidently in civic life.

CARECEN SF provides the following programs to the community: Immigration Legal Services, Health Promotions Program, Family Wellness Program, Second Chance Youth Program and Tattoo Removal Clinic. For detailed information about our programs, please visit our website: www.carecensf.org.

CARECEN SF provides services in person but is implementing a limited hybrid model.

About Our 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 appoints; 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, Instituto 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.

About Kali K'iin (Home of the Sun)

Kali K'iin (Home of the Sun) is a collaborative working space shared by CARECEN SF and Instituto Familiar de la Raza. The following programs are housed at Kali K'iin: CARECEN SF's Family Wellness Program, Health Promotions Program and Marketing & Communications Department. Instituto Familiar de la Raza houses its Indígena Health and Wellness Program. Both organizations work in alignment to serve immigrant, indigenous and under resourced families in San Francisco through a range of social services including comprehensive case management, mental health, and youth support. Services provided also include health education, leadership development, and parent-child engagement.

Job Description

The senior case manager will work as a team member of the Family Wellness Program under the immediate supervision of the Family Wellness and Health Promotion Programs Director.

The senior case manager is responsible for providing support via client-centered and strength-based services, case management, family advocacy and enhanced information and referral services to families living in San Francisco. The senior case manager will support families by assessing families' needs and making referrals to appropriate services, assisting families navigate and apply for benefits, transitional housing and engaging with the City's shelter systems, applying for rental subsidies and other financial support programs, providing interpretation of documents, and providing advocacy with local agencies and institutions, including SFUSD, Immigration Courts, ICE, Human Services Agency, health services and others. They will conduct intakes, needs assessments and develop an individualized service plan (ISP) with program participants that is designed to promote personal empowerment, family wellness and self-sufficiency.

Essential Duties:

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

- Conduct comprehensive intake and assessment of needs and develop ISP based on participant's goals
- Provide basic and comprehensive information and referrals in the areas of social/health services, financial assistance programs, housing and shelter, food security, immigration legal assistance, education support, job training and job placement, etc.
- Advocate on behalf of families in the areas of education, health and social services, employment etc.
- Maintain participants files through regular progress notes and other participant documentation
- Attend CARECEN SF staff meetings once a month and regular case consultations meetings
- Attend collaborative meetings including CLFRS-MFRC and Language Access Network of San Francisco 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
- Other duties as assigned by supervisor

Qualifications:

- BA/BS in Social Work or related field and a minimum of five years professional experience
- Have a minimum of 3+ years of case management experience with Latinx and immigrant community
- Knowledge of and familiarity with resources and social services support in San Francisco
- Must be bicultural/bilingual (fluent in both English and Spanish)
- Language capacity in Mayan languages of Mexico and Central America, including Mam is highly desired
- Passionate about Latino health and wellness issues
- Ability to work both independently and in a team with minimal supervision
- Excellent communication skills and interpersonal skills
- Demonstrates the ability to multitask, be reliable and detail oriented
- Efficiency in writing and verbal communication skills



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- Able to meet deadlines and work efficiently
- Experience working with MS Office, Excel, Google Calendars, Docs & Hangouts, Zoom, and other virtual platforms and programs
- Ability to maintain office operations, including maintaining systems and confidential data

Salary & Benefits

Competitive salary based on experience. CARECEN SF offers health insurance, dental insurance and vision insurance, plus 401K plan (with 3% matching after 2 years). In addition, CARECEN SF offers professional development benefits, which include trainings and educational opportunities. CARECEN SF is also committed to workforce diversity. Indigenous and Afro Latinx identified community members are encouraged to apply. Qualified applicants will receive full consideration without regard to age, race, color, religion, gender, sexual orientation or national origin.

To submit an application:

Email a cover letter and your resume to Vanessa Bohm, Family Wellness Program & Health Promotions Program Director at vanessa@carecensf.org. Please no phone calls.