



Latin American Community Center

Position Description

Position Title: Community Navigator Case Manager

Dept.: Family Support Services

Supervisor: General Case Manager

Salary: \$40,000

Classification: Full Time
(Temporary Set – Dec)

Status: Exempt

Incumbent Printed Name Date

Supervisor Printed Name Date

Incumbent Signature Date

Supervisor Signature Date

Summary of Position:

The Community Navigator Case Manager is a full-time, exempt position who will focus on case management and supportive services to low-income individuals and families, assist with problem-solving, and achieve self-sufficiency and family stability.

Must be (Spanish/English) Bilingual, fluent to read, write, speak.

Qualifications:

- Bachelor's Degree in Social Work or Human Services, and experience in case management **or**
- Associates Degree in Human Services, and three years' case management.
- Knowledge and/or experience in Case Management preferred.
- Should be enthusiastic and passionate about helping families experiencing homelessness or living in temporary housing, housing access, food insecurity, assisting them with legal services orientation.
- Bilingual in Spanish and English (Strong verbal and written communication skills), *ability to interpret and translate documents*.
- Possess valid driver's license and own transportation, no DUIs, and no accidents or moving violations in the past three (3) years.
- Dependability.
- Multicultural sensitivity.
- Must also obtain clearances from the Delaware State Police Criminal Record Check.
- Must demonstrate a commitment to protecting family and other client confidentiality.

Requirements:

- Ability to work cooperatively with others, including co-workers, clients, representatives from other agencies, and community in a non-judgmental manner.
- Flexibility in meeting new and challenging situations.
- Knowledge of community resources.
- Ability to assess the individuals' skills and make proper referrals.
- Ability to handle sensitive and/or emergency situations.
- Ability to input case notes in case management Software and client data daily.
- **Ability to work independently – KPI's**

Specific Responsibilities:

- Crisis Management and intervention.
- Develops trusting relationships with clients.
- Completes paperwork including intakes, narratives, correspondence, and forms accurately.
- Assist client in completing goal/action plan to determine steps and activities towards self-sufficiency and family stability.
- Acts as an advocate for the client and works with the client to identify specific causes of barriers to self-sufficiency.
- Monitor client's progress towards satisfactory problem resolution.
- Administers and reviews client outcome goals to determine the effect on case management.
- Works in partnership with co-workers to share information and develop effective case management techniques and strategies.
- Continuously learns about state and local opportunities, services and programs that may be of value to clients and develop procedures with other providers to coordinate delivery of services to the Latino Community.
- Submits timely and accurate reports on program activities.
- Ensure assigned program activities and grant requirements are implemented successfully.
- Input client data-to-data management system on a daily basis.
- Support in the food pantry.
- Continuously learns about state and local opportunities, services and programs that may be of value to clients and develop procedures with other providers to coordinate delivery of services to the Latino Community.
- Other duties as required.

Skills:

- Strong problem-solving skills.
- Strong computer skills including Web based systems, Excel, Microsoft Word, Database management.
- Excellent oral and written communication skills. Ability to develop rapport and create a comfortable, trusting relationship with all clients.
- Good planning and organization skills with the ability to handle and prioritize multiple tasks.
- Effective time management skills with the ability to be flexible.

- Ability to use critical thinking and problem-solving skills with sound professional judgment.
- Strong interpersonal skills. Ability to work effectively with a wide range of people.
- Proven counseling skills. Ability to work effectively with people in a social service environment.
- Commitment to the highest standards of ethical conduct and confidentiality.

Physical Requirements:

- View a computer terminal, handwritten notes, and forms with or without correction.
- Hear and listen at normal speaking levels, with or without correction, and receive detailed information through oral communication.
- Stand or sit, periodically for sustained periods of time.
- Move from one work area to another, often up or downstairs, to accomplish tasks.

Working Hours:

- The Community Navigator Case Manager works a 35-hour week, generally during business hours.
- Remote work is encouraged during COVID-19. However, some in-person meetings with clients are required.

Contacts:

- The Community Navigator Case Manager will have routine contact with families, other clients, and volunteers. Courtesy, confidentiality, and tact required.

Experience:

- Case Management: 1 year (Preferred)
- non-profit: 1 year (Preferred)

Education:

- Bachelor's (Preferred)

Language:

- Bilingual (Required)

Work Location:

- Hybrid (Remote and in person)

Commitment:

03 months, with possibility to extend it 1 year.

Job Type: Full-time

Pay: \$40,000

COVID-19 considerations:

- COVID 19 vaccine required.
- Some work may be done remotely; however, some direct contact with clients (using appropriate COVID-related precautions) is required.

Submit cover letter and resume to LMayorGuerra@thelatincenter.org until September 23th 2022.