

## SUMMARY

Bilingual Case Managers are responsible for overseeing initial and continuing client assessment, the plan for additional services, and the linkage of families (both English and Spanish speaking) to community agencies.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- \* Provides case management to arrange, link and/or integrate multiple services across all levels of client and family needs.
  - \* Acts as an advocate for clients and families through the delivery of all program services outlined in service plans.
  - \* Will be responsible for the development and implementation of service plans for youth on assigned caseload.
  - \* Keeps accurate client records which are updated in a timely manner and comply with internal policies and procedures, as well as all regulatory guidelines.
  - \* Secures relevant client information through the completion of assessments and all other documentation specified in the policies and procedures.
  - \* Maintains direct contact with all youth served in accordance with program guidelines and as outlined in all program agreements.
  - \* Serves as positive role model for youth and family, maintaining a strengths-based approach to youth work.
  - \* Aids youth and family in the use of appropriate problem-solving skills.
  - \* Share in the program's on-call rotation schedule.
  - \* Completes all required trainings
  - \* Participates in agency outreach and fundraising events
  - \* Demonstrates a willingness to assist in other agency programs as needed
- \* Acts as a custodian and demonstrates responsible and ethical use of agency property and facilities
- \* Displays sensitivity to the service population's cultural and socioeconomic characteristics.
  - \* Strives to embody the agency's Code of Ethics while working towards the agency's Mission.
  - \* Learns and demonstrates Agency-wide Competencies including the areas of consumer and community relationships, continuous individual and agency-wide improvement, vision and purpose, respect and teamwork and positive leadership
  - \* Learns, develops, and models Positive Youth Development core competencies resulting in capacity to contribute to the mission of Haven House Services and be a resource to our youth and families, other partner organizations, and our community
  - \* Other duties as assigned

SUPERVISORY RESPONSIBILITIES: none

EDUCATION and/or EXPERIENCE: Bachelor's degree in a human service field from an accredited institution. Two years of related experience and/or training with at-risk youth. Knowledge of the NC Juvenile Court System, local community resources, and experience with client documentation and file management.

Physical Demands/Working Conditions:

- \* Part of programs 24 hour on-call rotation
- \* Occasional evening and weekend hours required
- \* Must conduct home visits
- \* Must utilize personal vehicle when agency vehicles for transporting clients
- \* Exposure to outside weather conditions
- \* Potential exposure to bloodborne and/or airborne pathogens

Other Requirements:

- \* Bilingual ability in English and Spanish

- \* Valid North Carolina Driver's License and satisfactory driving record
- \* Acceptable background report
- \* Current proof of car insurance
- \* Negative drug screen results
- \* Personal vehicle for use in conducting home visits and/or transporting clients when agency vehicles are unavailable

75% full time with full benefits, 30 hours per week. Pay is \$16.34/ hour.