



POSITION TITLE: Case Manager (Bilingual)

DEPARTMENT: Social Services

REPORTS TO: Director of Social Services

POSITION SUMMARY: This position will work directly with the Director of Social Services in providing case management services for our guests. These duties may entail assisting with making appointments, making referrals to other programs on site, as well as, in the community at large.

SALARY RANGE: \$17.50 - \$20.00 hourly, full-time.

SCHEDULE: Monday through Friday 8:00 A.M. – 4:00 P.M.

POSITION REQUIREMENTS

EDUCATION: Bachelor Degree in Social Services field or equivalent preferred, minimum of an AA degree required.

EXPERIENCE: A minimum of two-years of previous experience providing case management services recommended.

POSITION KNOWLEDGE: Ability to work with individuals from a variety of backgrounds. Possess a willingness and ability to learn about resources available in the community. Provide support and direction to our guests in assisting them to become self-sufficient. Must possess excellent communication skills both verbally and in written format. Education, training and experience working with clients with substance abuse and/or mental health issues. Bilingual Spanish preferred.

PHYSICAL & MENTAL:

Mobility: frequent sitting for long periods; frequent operation of a data entry device; occasional walking, standing, pushing, pulling, bending, squatting and climbing.

Lifting: frequent lifting of 5 pounds or less; occasional lifting of 5-30 pounds.

Visual: constant use of good, overall vision and reading/close-up work; moderate use of color perception and hand/eye coordination; occasional use of depth perception and peripheral vision

Hearing/Talking: frequent hearing of normal speech, talking/hearing on the telephone and in person

Emotional/Psychological: frequent decision-making, concentration, and public contact, occasional public speaking, occasional exposure to situations involving trauma, grief, or death

Environmental: frequent work in a standard office environment, occasional exposure to varied weather conditions.

LICENSE: Must possess a valid California driver's license, proof of auto insurance and/or have access to reliable transportation.

PRINCIPAL DUTIES

1. Complete an initial needs assessment and acts upon critical needs appropriately and immediately.
2. Empowers guests to become involved in their own planning and goal setting to self-sufficiency.
3. Will assist guests with completing documentation required for various programs for which they may qualify.
4. Will provide referrals to guests of resources available in the community.
5. Will provide outreach services to homeless individuals and families in the community.
6. Be willing to act as an advocate for our population.
7. Be able to complete necessary reports regarding statistics to meet all requirements of funders.
8. Complete all required documentation to ensure that all agency and funder requirements are met.
9. Works in collaboration with department and all other department staff of St. Mary's Dining Room to facilitate a team environment.
10. May be asked to do presentations or staffing information booths at community events.
11. May be asked to accompany guests to necessary appointments.
12. Conduct outreach on and off campus to guests informing them of our services.
13. Be able to keep accurate and updated notes on guests services.
14. Performs other duties as assigned.
15. Will embrace our mission statement and work to enrich the lives of the clients we serve.

St. Mary's Dining Room's mission is to respond to poverty in San Joaquin County by feeding the hungry, caring for health issues and restoring human dignity to over 700 individuals each day.