

FRIENDLY HOUSE, INC.

POSITION TITLE: Case Manager/Social Services

BASIC DUTIES: To provide neighborhood based social and case management services for families and individuals with complex and multiple challenges

REPORTS TO: The Director of Social Services

DUTIES WILL INCLUDE:

- Provide direct supportive services including: 1) meeting basic needs such as food, clothing, housing financial, and basic immigration assistance; and 2) Provide case management services including needs assessment, service planning and coordination, referral to other community agencies for needed services, and advocacy with agencies to ensure that needed services are received. Provide the above services to agency clients with the most complex and challenging problems.
- Provide eligibility determination for programs that provide direct financial assistance to or on behalf of individuals and families needing financial support for undocumented persons and families; and, direct financial assistance to maintain housing or prevent housing eviction.
- Maintain client records to including demographic and eligibility information, presenting problems, barriers and strengths, client service plans and outcomes. Enter information as required into the agencies online client information system.
- Represent the agency by participating at community meetings, task forces and other planning efforts to improve the availability of human services in the community.
- Promote agency programs & maintains working relationships/partnerships with neighborhood organizations, groups, residents, clientele, churches and businesses without compromising or interfering with on-site program delivery. Recruit new collaborators.
- Assist clients with individual or family problems related to their immigration status, including assistance completing immigration related forms. Maintain knowledge regarding current immigration laws and best practices in assisting families with these issues.
- Performs other related duties as assigned

DESIRED QUALIFICATIONS:

- Knowledge of program service area and neighborhood
- Experience and/or education in community development, direct social services, case management or related field.
- Bachelor's Degree strongly preferred
- Ability to work independently with minimal supervision
- Knowledge of basic immigration services
- Access to reliable transportation required
- Bilingual strongly preferred
- Paralegal or legal training is desirable
- Excellent verbal and writing skills required, including knowledge of computer software programs such as Microsoft Word and Excel