

JOB ANNOUNCEMENT

NOTICE: This job description is provided as a general summary of common job duties performed by individuals assigned this job title. It is not all-inclusive, nor is it intended to create a contract, written or implied, between employees and Catholic Charities, nor does it in any way alter the employment-at-will relationship that exists between employees and Catholic Charities. As a condition of employment, all agency employees are expected to perform job duties assigned by agency management even when such duties are not included in their job description.

JOB TITLE: Bilingual Program Coordinator/Case Manager
REPORTS TO: Executive Director
EMPLOYMENT STATUS: Non-exempt
TIME COMMITMENT: Full-time, 40 hours/week
STARTING SALARY: \$19.00 - 21.00 per hour

Supervisory Responsibilities Staff- 2 to 5; Volunteers-up to 10

Position Summary

The Bilingual Rainbow House Program Coordinator/Case Manager provides leadership for the department in the areas of budgets, staffing, and overall coordination of services. This Coordinator/Case Manager provides leadership and thorough implementation of the accreditation as well as the performance and quality improvement processes within the sphere of leadership. Additionally he/she represents Catholic Charities at strategic community meetings.

As Case Manager this person supervises the case management of Rainbow House clients, and provides individual counseling and case management for those clients. He/she is the program's parent educator, and leads all aspects of the Triple P parent education program.

Essential Functions

Department Coordination

1. Implement policies and procedures in line with accreditation standards. Implement performance and quality improvement process in compliance with agency's process. Ensure that all employees in department or program understand these and work accordingly.
2. Coordinate and direct employees and volunteers, ensuring employee management meets agency minimum requirements for performance evaluation, problem solving, and employee discipline. Ensure employee training meets accreditation standards and is accessed as required by funding sources.
2. Coordinate the full spectrum of program services, ensuring compliance with grant requirements and implementation of best practices, including all forms of documentation, and consistent review/improvement of services/processes.
3. Develop and manage all assigned budgets including monthly review of revenue and expense activity within agency parameters. Ensure grant funding requirements are managed. Make on-going recommendations for improvements in efficient operations and reductions in expenditures where possible.
4. Conduct routine staff meetings and training sessions, document meeting results in order to ensure program's ongoing development and improvement of client services, etc.
5. Ensure administrative components of the program/agency are completed in a timely

fashion. Collect and review for accuracy employee timesheets.

Parent Education

1. Provide on-site parent education in the Triple P curriculum (Positive Parenting Program) for all residents.
2. Meet one-on-one with parents to identify behavioral challenges, unhealthy parent/child interactions, and to develop healthy interventions for Rainbow House families.
3. Lead weekly bilingual (Spanish/English) parent education workshops on-site for residents.

Case Management

1. Assess client needs, establish goals with clients, assist with financial and housing strategies, and monitor client follow-through.
2. Coordinate job and educational opportunities in cooperation with client's vocational counselor.
3. Provide guidance, assistance and resource information to clients; insure application for available services/public benefits, and client follow-up. Advocate for clients as appropriate.
4. Assist in developing appropriate workshops for clients.
5. Ensure the quality and maintenance of documentation, case files and on-going program statistics; provide timely written reports to immediate supervisor.
6. Read and provide essential information concerning clients in the daily log and/or clients' files to assist in the on-going support of clients by other staff members.
7. Work with individual clients in a counseling atmosphere to address issues and stresses in their lives.
8. Convene and lead client case review meetings.
9. Provide support to clients, enabling them to adhere to terms of the program agreement/contract and house rules.
10. **NOTE: Catholic Charities considers this position to be a mandated reporter of elder and child abuse.**

Other Responsibilities

1. Perform other related duties as assigned.

Agency Culture

The business and social environment we operate in has changed. What worked yesterday may not work today and will likely not work tomorrow. To thrive, we must incorporate new ways of thinking and embrace new practices. As part of our individual and agency cultural change process, it is critical that all employees of Catholic Charities aspire to the following:

- *A commitment to the agency's mission, vision, and values;*
- *A commitment to excellence in everything we do;*
- *A commitment to accreditation as well as performance and quality improvement;*

- *A commitment to outcomes and measured results;*
- *A commitment to innovation and to what is possible.*

Education, Experience, and Skills Required

1. Possess one of the following:
 - Three to four years' experience providing case management for homeless youth or other high-risk individuals, along with a master's degree in social work, psychology, sociology or closely related field. *(Candidates with this background will rate the highest priority for interviews.)*
 - A master's degree in social work, psychology, sociology or closely related field, along with internship experience with homeless youth or other high-risk individuals. *(Candidates with this background will rate a second priority for interviews.)*
 - Three to four years' experience providing case management for homeless youth or other high-risk individuals, along with a bachelor's degree in social work, psychology, sociology or closely related field. *(Candidates with this background will rate third priority for interviews.)*
2. Proficient counseling/case management skills.
3. Certification in Triple P parent education model strongly preferable; willingness to become certified as highest priority is essential.
4. Knowledge of recovery programs, such as the 12-Step Programs, as well as community resources.
5. Strong organizational and communication skills. Supervisory experience preferred.
6. Bilingual (English/Spanish) required.
7. Must have a valid California driver's license and insurance.
7. Must pass fingerprinting prior to start of work.
8. Cooperative, friendly, and helpful attitude with clients and co-workers. Ability to work closely with other employees to ensure positive, constructive environment within the program or department, and throughout the agency.
9. Ability to thrive in a flexible, fast-paced and growth-oriented environment, while maintaining a sense of humor and a positive, solution-oriented approach.
10. Passion and enthusiasm for the mission of CCDSR and its clients.
11. Ability to work independently and in a team setting.

Physical Requirements

1. Requires ability to sit from 3 - 6 hours per day with intermittent occasional walking, standing, bending, squatting, and climbing.
2. Occasionally may be required to lift items up to 50 pounds waist high.
3. Occasionally may be required to carry items up to 50 pounds for distances up to 30 feet.

Equal Opportunity Employer - M/F/D/V

A completed employment application is required for each position. A resume can be submitted in addition to the application. Please be aware that any resume submitted without a completed application will not be considered. Materials submitted with your application will not be returned.

For Application: Visit our website www.srcharities.org, contact 707-528-8712, or e-mail smccarty@srcharities.org.