Case Manager – Bilingual Spanish/English

**SUMMARY**

The Case Manager is responsible for ensuring quality case management and family reunification services for children in an on-site youth residential facility. Case Managers are responsible for the safe and timely release of all children to appropriate care.

**LOCATION** {Enter Posting location}

***\*Travel may be required if not located local to facility site\****

***\*\*Travel, lodging, and per diem allowances will be provided in accordance with GSA guidelines.***

**DUTIES AND RESPONSIBILITIES**

* + Coordinates case management through safe and timely reunification services for children.
  + Initiates and maintains direct contact with each child and the child’s family while the child is in ORR care to efficiently advance the child’s safe and timely reunification and/or release of the child from the facility.
  + Maintains continuity of care by ensuring adequate coverage of all caseload assignments.
  + Facilitates the safe and timely release or discharge of children to identified family members or authorized caregiver/custodian and documents the provision of services in each child’s case file.
  + Supports family members or other sponsors to assist them with understanding the process and the child’s needs.
* Continually assess ongoing changes in behavior, circumstances or conditions that may affect child safety.
* Compile, prepare, submit, and maintain accurate records, files, forms, statistics, and additional information in accordance with agency policies, licensing and/or contract requirements.
  + Ensures and follows compliance with government customer policies and procedures, state, and local laws.
  + Coordinates the preparation and dissemination of reports.
  + Provides direct supervision of children in care and maintains line-of-sight.
  + Coordinate client information and data entry required for statistical reports and shelter metrics for accuracy and completeness.
  + May assist with the development and implementation of policies and procedures consistent with those of the organization.
  + Assists during transition and movement of children from one activity to the next and one physical location to another, if necessary.
  + Adheres to confidentiality, HIPAA, and non- disclosure agreement related to UC and shelter operations; both on and off work (i.e., media and social media postings).
  + Maintains confidentiality of all documentation, files, and required record keeping assignments in relation to the population served, customer, and/or employees.
  + Performs miscellaneous job-related duties as assigned to ensure continuous operations.

**EDUCATION AND EXPERIENCE**

Bachelor’s degree in social work, psychology, or sociology, or other social service field, with at least one year of experience working with child welfare standards, best practices, or quality assurance or compliance.

**KNOWLEDGE AND SKILLS**

* + **Bilingual in Spanish and English (Speaking, Writing, and Reading).**
* Strong communication and writing skills.
* Ability to manage time effectively, multi-task, and determine priorities.
  + Proficient presentation skills as well as oral and written communication skills.
  + Proficient in utilizing Microsoft Excel™, Power Point™, Word™, and Outlook 360™
* Ability to successfully pass a criminal background check and clean child abuse neglect (CAN) services check.
  + Flexibility is required due to potential shift changes based on operational needs.
* Ability to work flexible hours to support 24/7/365 shelter operations.

**PHYSICAL REQUIREMENTS**

* Ability to communicate verbally and listen for constant surveillance of children and staff activities.
  + In event of emergency must be physically able to assist in evacuating or carrying an adolescent to safety.
* Ability to stand, particularly for sustained periods of time.

**ABOUT US**

The Workforce Group (WFG) is a **Great Place to Work®-Certified company**. We are a team of dedicated professionals that pull together to meet the needs of communities partnering with federal, state, and local governments.

We are an equal opportunity/affirmative action employer. All qualified applicants will receive consideration without regard to race, color, sex, national origin, age, protected veteran status, or disability status.