



**34009 ALVARADO-NILES ROAD
UNION CITY, CA 94587
(510) 471-3232**

CASE MANAGER

DEFINITION

Under the general supervision of the Youth & Family Services Program Manager, provides professional and clinical social work with high-risk adolescents, young adults, and/or families to assist them to obtain educational, health, employment and social services. Coordinates and tracks all new referrals. Maintains accurate case files, tracking systems and prepares reports as directed. Participates in department and community meetings as necessary, and may provide training and assistance to other staff or volunteers. Performs related duties as assigned/required. Evening and weekend work is required, and incumbents may be on 24 hour call for emergency call-outs. Clinical supervision for BBS hours is available.

EXAMPLES OF DUTIES

Case Management

- Manage an active caseload of 20-25 clients.
- May be responsible to receive, process and track all incoming case management, outreach, and counseling referrals.
- Conduct phone intakes with counseling and case management referrals, and provide resources for immediate needs as necessary.
- Conduct comprehensive client assessments to collect functional, environmental, psychosocial, financial, employment, housing, educational, and health information as appropriate to develop a case plan.
- Participate in the NHUSD SARB Board and provide case management services for Union City youth in coordination with the Alameda County Truancy Court.
- Makes referrals for employee readiness programs, assists with employment applications and job readiness skills.
- Develop support systems to meet client needs by identifying and coordinating a variety of available services necessary to obtain family stabilization and self-sufficiency.
- Provide supportive counseling and advocacy for clients.
- Conduct home and school site visits as needed.
- Provide crisis intervention services.
- Monitor and verify services provided to each client on a monthly basis, determining quality and effectiveness of services provided.

General

- Communicates with other service providers, probation, schools, etc. as needed
- Prepares and presents training and educational programs.
- Prepares written and statistical technical reports, case notes.
- Develops and implements new processes and procedures.
- Attend meetings, trainings and workshops.

QUALIFICATIONS

Knowledge Of:

- Principles and practices of social work as applied to children, youth and families;
- Principles and techniques of interviewing, diagnostic assessment and a variety of counseling modalities;
- Family dynamics, child development and human behavior;
- The functions and organization of public assistance and social service systems;
- Medical, psychological, educational and social service resources;
- Narrative case report writing practices.

Ability To:

- Assess undefined, potentially complex situations;
- Use diagnostic assessment tools to assess physical and psycho-social needs of clients;
- Empower clients to make positive decisions for themselves and engage them in the problem solving process
- Establish and maintain an effective casework relationship with clients;
- Plan, develop, and implement case treatment plans;
- Conduct home and school site visits;
- Communicate effectively in oral and written form with individuals from diverse ethnic and socio-economic backgrounds;
- Develop and maintain effective working relationships with community agencies and service providers;
- Make decisions and independent judgments while working effectively as a part of a team;
- Receive and provide consultation;
- Use word processing and spreadsheet computer applications (Excel, Word, etc.);
- Prepare and deliver training programs and presentations;
- Maintain accurate records and document action taken.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Possession of a Master's Degree from an accredited school of social work, psychology, counseling, sociology or a related field, and two to three years of case work experience with high risk youth, or possession of a BA in social work, psychology, counseling, sociology or a related field and three years of social service experience, one year of which has been with high risk youths.

SPECIAL REQUIREMENTS

Successful completion of a background inquiry, fingerprinting, reference check, and TB test. Union City is very culturally diverse and bilingual and/or bicultural applicants are highly encouraged to apply.

Must have reliable transportation, possess and maintain a valid California Driver's license, and have a satisfactory driving record.