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### **Position Posting**

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| <b><u>DATE:</u></b>            | July 1, 2022   |
| <b><u>POSITION TITLE:</u></b>  | CASE MANAGER - Bilingual (Spanish/English) Preferred |
| <b><u>FILING DEADLINE:</u></b> | Until filled   |
| <b><u>LOCATION:</u></b>        | Roseville and Auburn Office                          |

*(Qualified applicants will be contacted for an interview. Please do not call or email to check on the status.)*

#### **Position Summary:**

Under the immediate supervision of the Program Manager, the Case Manager may receive technical direction and oversight from the Senior Case Manager. The Case Manager may be assigned a variety of direct service and other program related responsibilities for *KidsFirst*. Such responsibilities may vary based on the specific requirements of assigned *KidsFirst* service or program area, including but not limited to comprehensive needs assessments, intake interviews, administering of program assessments, program enrollment services, resource and referral services, community outreach, training and education, scheduling and coordinating visits/meetings, case management services and other duties as assigned.

#### **Examples of Essential Duties and Responsibilities:**

Duties may include but are not limited to, the following:

#### **Program Operations**

A. Provides direct service to clients in the program areas assigned in accordance with sound professional practices, *KidsFirst* policies and practices, contract requirements and other local, state, and federal regulatory bodies. Direct services may vary according to site location, agency needs and program assigned, including but not limited to:

1. Provide case management to assigned clients on an on-going basis; monitor and document treatment, services, and plan activity goals and strategies, provide linkage to other internal and/or community services and resources, conduct visits, and monitor and assess client status on an on-going basis.
2. Conducts comprehensive needs assessments and screen clients to assist in determining eligibility for service programs and to assess client needs for appropriate services and referrals to effectively meet client needs.
3. Coordinates and conducts intake interviews.

## Case Manager

4. Collects and maintains accurate client data and assists with enrollment into appropriate programs such as recommended *KidsFirst* therapeutic interventions and classes or Cal-Fresh, MediCal.
5. Administers assessment tools to facilitate effective service delivery in accordance with client needs, program and contract specifications.
6. Develops case plans and establishes goals and objectives with client, as appropriate.
7. Participate in and contribute to agency and community networking/referral system; evaluate clients' needs relative to appropriate program referrals, maintain contact with contract providers and community based organizations to ensure accuracy and fidelity of service referrals to ensure client needs are met in a successful manner.
8. Provides resource and referral information utilizing agency approved resources and materials.

B. Assists in the daily operations of assigned programs including achievement of both short and long-term goals and objectives. Assists as required in various processes and procedures related to service delivery in regards to certifications and quality assurance.

C. Provides guidance, educational materials and technical assistance to clients, providers and the community, utilizing agency approved resources and materials.

D. Maintains accurate and current client and program records in accordance with *KidsFirst* policies and practices, contract specifications and other regulatory bodies. Perform a variety of data collections, record keeping and reporting functions utilizing both manual and computerized systems.

E. Participates as assigned in community outreach efforts, including but not limited to community and faith based organizations, community partners, schools, local community events, etc.

F. Participates as a member of the program team and provides assistance and consultation regarding program activities, case management, education and in-service trainings, and related issues.

G. Maintains current knowledge of child development, protective factors and strength based family support practices and other professional practices as it relates to assigned programs or service area

H. Provide limited crisis intervention or conflict resolution in situations requiring immediate attention.

I. Lead group discussions, classes and interactions regarding assigned program area and activity and clients' participation in these activities, provide input and act as a resource.

J. Perform other duties as assigned.

K. Additional Background Check may be required.

### **Minimum Qualifications of Education and Experience:**

A combination of experience and training that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required knowledge, skills and abilities would be:

## Case Manager

- A. Education: High School Diploma or GED, Associate's Degree or Bachelor's Degree in the same or related field.
- B. Experience: Up to two (2) years of experience in the same field of service.
- C. Able to obtain life-safety and CPR certification after employment.

### **KNOWLEDGE, SKILLS AND ABILITIES**

#### **Knowledge of:**

1. Fluency in Spanish is preferred.
2. Policies and procedures relative to area of assignment.
3. Techniques, standards, and accepted case management techniques.
4. Standard and accepted interviewing and observation techniques and methods.
5. Delivery of case managed services and multi-disciplinary approach to providing services and support.
6. Community resources available to clients.
7. Standard and accepted English, and as applicable Spanish, usage, spelling, punctuation, grammar, and basic mathematical calculations.
8. Basic health and safety standards.

#### **Ability to:**

On a continuous basis, know and understand all aspects of the job and observe safety rules, intermittently review work papers, reports, and special projects; identify and problem solve situations involving clients; identify safety hazards; locate equipment and supplies; remember clients' names, understand and explain agency policies and procedures to peers and clients, families and general public.

On a continuous basis, sit at a desk for long periods of time or while driving; intermittently walk, stand, bend, squat or kneel while retrieving or returning files, documents and supplies and making copies; walk, stand, bend, squat, kneel, climb, or twist while conducting classes and visiting with clients; twist to reach equipment around desk, perform simple grasping and fine manipulation; use telephone and write or use keyboard to communicate through written means; see and hear with sufficient acuity to observe and assess physical condition and living environment of client; and lift moderate weight.

1. Follow all agency, local, state and federal regulations and guidelines.
2. Assess financial, physical, mental and emotional well-being of client.
3. Develop adequate and appropriate goals with clients.
4. Effectively interview individuals who may be stressed or distressed.
5. Relate to clients positively; establish trust and rapport; and display empathy within the bounds of good case management practices.
6. Communicate clearly and concisely orally and in writing.
7. Ability to function as an integral part of an inter-disciplinary team providing services to children, individuals and families.

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8. Provide effective case management services and learn the community resources available to client population.
9. Assess situations involving designated clients quickly and effectively, determine appropriate course of action and be able to respond effectively.
10. Prepare thorough documentation and maintain accurate and systematic records.
11. Work with various cultural and ethnic groups in a tactful and effective manner.
12. Act quickly and calmly in stressful or emergency situations.
13. Work an assigned work schedule with adjusted schedules as needed to conduct classes, make presentations, or partner with contracted agency in the delivery of service.
14. Use standard office equipment, computers, case management software and Microsoft Office software such as Outlook, Word, and Excel.
15. Establish and maintain effective working relationships with those contacted in the performance of required duties.

**SALARY:** Starting at 18.90 and upwards Depending on Experience; Benefits package includes health, dental, vision and life insurance, Employee Assistance Program, Paid Time Off, Paid Sick Leave, plus 15 paid holidays per year. We also offer a small match voluntary retirement package, long term disability benefits, and voluntary benefits with Aflac and Legal Shield.

**TO APPLY:** Submit resume and cover letter Joti Sandhu, HR Manager, at [JSandhu@kidsfirstnow.org](mailto:JSandhu@kidsfirstnow.org)

**KIDSFIRST  
IS AN  
EQUAL OPPORTUNITY EMPLOYER  
SMOKE FREE/DRUG FREE WORK ENVIRONMENT**

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