



**Administrative Office  
987 Airway Court  
Santa Rosa, CA 95403  
707.528.8712 (v) 707.575.4910 (f)**

Catholic Charities of the Diocese of Santa Rosa, a non-profit and the largest human services provider in the North Bay, serves the most vulnerable regardless of their religious, social, or economic background. We challenge poverty, counsel immigrants, and care for our seniors by supporting the dignity and independence of all we serve. We support, educate, create opportunities, ensure the well-being of our staff, and engage community leaders in the betterment of those most in need.

## **JOB ANNOUNCEMENT: Bilingual Case Manager Level I - III, Community Recovery**

### **Position Summary**

The full-time, non-exempt, Community Recovery Bi-lingual Case Manager Level I, II and III provides case management services to clients of Catholic Charities. The Case Manager is responsible for providing client assessment to clients who were affected by the 2017 Fires; the purpose of this position is to provide long term support to families as they rebuild their homes and their lives.

Case management activities will include determining appropriate financial assistance including but not limited to access rental subsidy assistance to obtain long-term housing; facilitation of credit counseling and financial education, guiding participants with the development, implementation and monitoring of individualized opportunity plans, providing assistance with finding and accessing appropriate related community resources and assisting participants with identifying and overcoming any barriers to access services and achieving goals. Level I, II to III starting hourly rate: \$18 to \$22.

### **Essential Functions**

#### **CRCM I-III**

- Work with CRCM Team and Committee to triage and screen all potential clients needing recovery case management.
- Maintain the highest levels of confidentiality regarding client information, sharing it only as agreed upon by the client and as evidenced by a signed release form.
- Performs outreach to identify persons in need of services and referrals related to disaster recovery.
- Performs interviews via phone or in person to provide prompt and responsive initial assessment of applicant needs; conducts comprehensive, individualized, strengths-based, trauma informed and culturally-responsive review of each client's disaster recovery needs and related available resources.
- Engages each client to cooperatively participate in the development, implementation, and ongoing review of an individualized disaster recovery plan related to needs surfaced in assessment.
- Provides education and information to assist clients in effectively accessing the resources available in accordance with the sequence of assistance for disaster recovery.
- Organizes and prepares information and reports for meetings, briefings, and conversations with clients, staff and external partners.
- Acts as an advocate for and liaison between clients and other resource providers and organizations;

collaborates with services providers, governmental and non-governmental agencies and other organizations and businesses to coordinate services for clients. Travel on a regular basis to provide face to face services to clients.

- Monitors client progress toward recovery goals; records relevant information using standardized forms and entering them into ROC Sonoma's Client Tracking System in a timely manner.
- Work closely with all internal program staff to provide relevant services, as well as with partners in the RCM Committee and partner agencies in the larger ROC Sonoma Long Term Recovery Group.
- Other related duties as assigned.

### **CRCM III (in addition to above)**

- Provides resources, support, leadership and training to assigned case management team members to ensure they are able to perform their duties and responsibilities as effectively and efficiently as possible.
- Supervises assigned Agency staff in alignment with CCSR's policies and procedures. Coordinates with and oversees work performed by consultants and contractors as needed.
- In collaboration with the Accounting department, oversees the administration of client assistance policies and procedures.
- Ensures all supervisory work is performed in accordance with the specific grant or contract agreements, completes timely and accurate tracking, provides regular reports to his or her supervisor as requested.
- Enhances Community awareness of project work and outcomes through participation in public forums and events as appropriate; oversees the distribution of information materials and announcements
- Organizes and implements community-based projects related to disaster recovery as assigned

**NOTE: Catholic Charities considers this position to be a mandated reporter of elder and child abuse.**

### **Other Responsibilities**

- Work with Diocese of Santa Rosa and local parishes as appropriate and requested.
- 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**

- CRCM I: A minimum of three years of successful experience in similar position or related field is preferred; enrollment in related classwork or related field such as community health, public health, social services, or psychology preferred.
- CRCM II: Bachelor's degree and a minimum of three years of successful experience in similar position or related field, including at least two years of experience with case management preferred.
- CRCM III: Advanced degree in service field such as MSW or MFT. At least two years of experience with case management, and one year of supervision experience preferred. Experience with grants compliance and data reporting preferred.
  
- Bilingual (English/Spanish) required.
- Ability to pass a bilingual equivalency test.
- Previous experience working with and providing service to fragile and/or vulnerable clients from a variety of economic, social, and cultural backgrounds in an appropriate, sensitive manner is required.
- Strong written and verbal communication skills; organizational, conflict resolution and computer literacy.
- 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.
- Ability to thrive in a flexible, fast-paced and growth-oriented environment, while maintaining a sense of humor and a positive, solution-oriented approach.
- Passion and enthusiasm for the mission of CCDSR and its clients.
- Possess valid driver's license; at least state required minimum of auto insurance.
- Computer literacy required, including experience with Excel, Outlook, Word, etc.
- Exhibit the core competencies, habits, critical thinking, attitudes, behavior, and drive to help make Catholic Charities and its programs a center of excellence and a model program.
- Must pass background clearance at start of employment.

## **Physical Requirements**

- Requires ability to sit up to 3-6 hours per day with intermittent occasional walking, standing, and bending.
- Occasionally may be required to lift items up to 10 pounds to a height up to 3 feet.
- Occasionally may be required to carry items up to 10 pounds for distances up to 500 feet.

---

## **Equal Employment Opportunity – M/F/D/V**

Visit [www.srcharities.org](http://www.srcharities.org) for an application.

We look forward to receiving your completed application resume and cover letter.

Open until filled.