



JOB DESCRIPTION

TITLE: CASE MANAGER

LOCATION: MAIN CAMPUS

REPORTS TO: DIRECTOR OF PROGRAMS

EMPLOYMENT STATUS: FULL TIME, EXEMPT

MISSION

The mission of SA Hope Center is to love people well by empowering them to meet their own needs through wrap-around case management and wrap-around social services.

VISION

End generational poverty.

SA HOPE CENTER OVERVIEW

Founded in 2001, the SA Hope Center (SAHC) is a faith-based organization that provides compassionate help for families and individuals experiencing poverty, hunger, joblessness, and many other crisis situations. We equip our participants with skills in a relational, empowering, spiritual, and supportive environment with the goal of breaking the cycle of poverty in a holistic way.

The SA Hope Center has a special culture that is deeply rooted in our mission and faith. Our team encourages and provides deep, core values-based work and spiritual growth of team members. Our team is community and client-focused, fast-paced, professional, compassionate, growth-oriented, and innovative. We are committed to high performance standards and best practices so we can focus on mission fulfillment.

BENEFITS

We are a small organization with an investment in our employees. SA Hope provides:

- Health, Dental, and Vision Insurance
- Retirement
- Paid PTO
- 17 Paid Holidays
- Quarterly Paid Mental Health Days

SALARY RANGE

Bachelor Level \$40,000-\$45,000 (pending on experience)

POSITION SUMMARY

The Case Manager is a vital SAHC team member who helps individuals and their support systems evaluate and understand their care options. The position determines what is best to meet the individual needs, and institute action to achieve their goals and meet their interests and expectations. The Case Manager will establish and promote the culture and vision of SA Hope Center's core values of relationship, compassion, integrity, and diversity.

ESSENTIAL RESPONSIBILITIES

- Coordinate and collaborate with key stakeholders and service providers to ensure that program participants are linked and offered services in a timely manner.
- Work on projects as needed as well as participate in events and staff meetings as requested.
- Provide holistic and comprehensive case management services to all clients including: intake assessment, benefit assessment, goal setting, long-term case plan development, weekly case plan development, progress monitoring, individual money management, advocacy and referrals.

- Educate on the SA Hope programs and services to participants.
- Conduct motivational interviewing of all participants in order to produce a personalized goal centered service plan.
- Meet with participants at least on a monthly basis to ensure engagement in the program. Should the need arise, more frequent contact can be made.
- Connect families with needs and available community resources. Follow-up with participants and agencies as appropriate to document use\success of referral.
- Input accurate and complete data for all contacts with participants into the HMIS and Apricot database, including service plans, self-sufficiency matrix, case notes, etc.
- Regular and reliable attendance is an essential job function.
- Perform other duties as assigned.

EDUCATION

- **Required Education:** Bachelor's or Master's Degree in Social Work or related field

EXPERIENCE

- Must have at a minimum 6 months' experience working with a nonprofit; at-risk families and/or individuals in crisis

ABILITIES

- Must be bilingual in English and Spanish
- Strong interpersonal organizational skills
- Multi-task and be detail oriented
- Build relationships and work cohesively as a team
- Problem-solve, remain composed and effective in stressful situations
- Ability to adapt quickly and learn how to apply new methods and tools
- Work in a variety of settings with culturally-diverse families and communities with the ability to be culturally sensitive and appropriate
- Maintain high standards of confidentiality
- Motive others to achieve goals
- Proficient with data management, information systems and have basic knowledge of Excel, PowerPoint, and Google Drive
- Strong in written and verbal communication skills
- Ability to set work priorities and evaluate and create solutions to work-related problems

CHARACTERISTICS

- Hungry, humble, and smart- as defined by P. Lencioni in The Ideal Team Player
- Strong personal integrity
- Positive and transformative leadership
- Firm grasp and complete embrace of ministry vision and mission

PHYSICAL DEMANDS

Physical requirements include occasional lifting/carrying of 40 pounds, maneuvering in public spaces, visual acuity, speech and hearing, hand and eye coordination, and manual dexterity necessary to operate a computer keyboard and essential office equipment. Subject to sitting, standing, reaching, walking, twisting, and kneeling to perform the essential functions. Working conditions are primarily inside an office environment or field environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

If interested in applying, please submit your Cover Letter and Resume via email to:

Rita Sandoval, Chief Operating Officer
rsandoval@sahopecenter.org

No phone calls will be taken. If you have questions, please email.

SA Hope Center is an Equal Opportunity Employer

