

Job Description

Position Title: Case Manager

Reports to: Director of Programs

Department: St. Raymond Community Outreach

Status: Full Time (Exempt)

Summary:

St Raymond Community Outreach (SRCO) is a not-for-profit, multi-service organization that provides arts experience, educational, and family services, in the Parkchester section of the East Bronx. We are seeking a **Case Manager** to work with the Director of Programs and Program Coordinators to assess individual and family needs, then identify, match and refer those clients to community resources that will address those needs.

Duties and Responsibilities:

1. Participate in monthly and long-term program planning.
2. Assist in developing strategies to engage young people, families and organizations from surrounding Parkchester community in the programs and services offered by SRCO.
3. Provide short-term counseling and referrals to program participants in need of supportive services.
4. Act as resource to staff members for guidance in handling difficult or complex family needs cases.
5. Create and maintain linkages to other community-based organizations and service providers, which will support programmatic offerings and client referrals.
6. Provide crisis intervention to individuals and families facing emergencies related to basic needs such as food, shelter, medical needs, and any other concrete need as presented by the client.
7. Conduct day-to-day general casework, a thorough needs assessment and develop a service plan to address identified concrete needs, and follow up once services have been identified.
8. Maintain current and accurate documentation of services provided to clients via the DYCD Databases. Assist/train staff members in completing accurate case records and monitor use of the Outcomes system for quality assurance purposes.

9. Provide hands-on supervision, coaching and professional development workshops for interns.
10. Lead efforts to establish and maintain sound working relationships with agency and community partners.
11. Other responsibilities as assigned by Executive Director or Director of Programs.

Qualifications:

1. Bachelor's degree required.
2. Experience working in a team environment; substantial experience in one or more of the following fields: group work or case work; demonstrated initiative in program development; demonstrated ability to work well with diverse communities and strong analytical and decision-making skills.
3. Bi-lingual, Spanish- English or Bengali-English a plus.