Job Description

Job Title: Case Manager
Location: Bronx, NY
FLSA Status: Full Time, Non-Exempt
Classification: Professional
Department: Community Outreach Services
Reports to: Associate Director
Supervisory Responsibilities: Yes ☒ No ☐

Summary: This unique position's primary function is to fulfill Catholic Charities commitment to serve individuals and families in an inclusive and holistic manner for the Day Laborers Program. This program has been designed to assist, educate and empower the Day Laborers and their families, providing information, referrals, OSHA/Scaffolding and other Trainings, legal resources, medical assistance, food assistance, as well as access to general social services. An integral part of the infrastructure of our organization, this position is primarily based at the Bronx Center/St. Luke's Day Laborer Center and satisfies a number of vital functions involving incoming requests for service, case triage and providing case management support for the families of the Day Laborers Program.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Provides in-person Case Management to a broad population of Day Laborers individuals and families including immigrants, senior citizens, people who are homeless or facing homelessness etc.
- Provides effective engagement, assessment, service planning and follow up using a strength's based and client-centered approach.
- Provides crisis intervention in emergencies around shelter, food, clothing, and other basic needs through the provision of financial assistance, goods, advocacy, benefits access and access to relevant resources.
- Conducts thorough assessments beyond the presenting need and develops a service plan that addresses immediate need and plans toward self-sufficiency.
- Develops a comprehensive understanding of the complex social service system and helps clients navigate these systems accordingly.
- Provides integrated service delivery and functions as part of a broader team.
- Provides support to other Case Management sites, and/or Catholic Charities Departments /Divisions through regular or as needed assignments.
- Provides Resource and benefits access through direct assistance and/or referral.
- Develops knowledge about and maintains collaborative relationships with community agencies, other Catholic Charities Departments, Divisions, Affiliates and Archdiocesan entities.
• Develops a capacity to provide or ensure access to a wide range of social service benefits and helps develop and maintain a network of high quality resources.
• Fulfills operational and other duties.
• Enters all information into a Data Management System, meets program deliverables in a timely and efficient manner, and understands the significance of documentation to funders and other stakeholders.
• Completes all requests for financial assistance and gathers relevant supportive documentation in a timely, efficient and thorough manner.
• Actively participates in weekly supervision.
• Attends and participates in monthly Department meetings, community meetings, trainings and other agency-related activities, including Special Events and/or OSHA Trainings
• Assist in all tasks assigned by Supervisor

Position Type and Expected Hours of Work:

This is a full-time position. Days and hours of work are generally 9:00 AM to 5 PM Monday - Friday. Additional hours may be required to meet program deadlines, or client needs, including providing assistance during OSHA Trainings over weekends.

Working conditions and physical demands required:

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

• Travel for home visits, outreach, staff meetings and/or escorting clients at least 20% of the time using reliable transportation, traversing streets, ascending/descending stairs, and exposed to outside weather conditions.
• Travel to and from Bronx Center/St. Luke's Day Laborers Center.
• Assess and work in varied home environmental conditions, possibly including vermin/bedbugs.
• Traverse neighborhoods that may require a high level of alertness and awareness of surroundings.
• Work with clients who require consistent and comprehensive support, some under potentially stressful conditions.
• Remain in a stationary position at a workstation and use a computer approximately 60% of the time.
• Frequently sit for long periods attending meetings.
• Pack and carry food pantry bags.
• Ability to position boxes/items at different levels that weight up to 25 lbs.

Qualifications

Education and/or experience required:

• Bachelor's degree or at least three years’ experience in the field.

Skills, Licenses, and/or competencies required:

• Bilingual, English/Spanish, a must.
• Excellent interpersonal skills, knowledge of social service delivery systems, and knowledge of City resources.
- Good organizational, time-management and communication skills.
- Individual must possess the ability to work well independently as well as part of a team.
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