

Nationalities Service Center – Job Announcement

Bridge to Wellness Case Manager

Position Overview

The Bridge to Wellness Case Manager position will provide case management, information and referral and support services to survivors of domestic violence through the Bridge to Wellness program. The Case Manager position will deliver the highest level of case management services through effectively determining eligibility, assessing needs, identifying resources, making referrals, following up, and documenting client interactions and proactively supporting client's pursuit of goals. The Case Manager position also leads BTW support programs including groups and related special activities. Additionally, the Case Manager position will supervise interns to assist in program implementation.

The Case Manager position has internal contacts with the entire administrative staff and external contact with clients, funders, visitors, representatives of other social services agencies, and the community. This position has access to sensitive NSC and client information and is expected to handle such information with integrity and professionalism. This position is expected to represent NSC in a professional manner.

The Case Manager position will report directly to the Project Coordinator, overseen by the Director of Health and Wellness, and participate in department activities as necessary.

Essential Functions

Social service case management of immigrant survivors of domestic violence. This includes:

- Assess needs and develop case management plan in partnership with client
- Identify resources to successfully begin to meet needs
- Document all client interactions and proactively supporting client's pursuit of goals
- Track progress and needs of clients and their families
- Implement groups for survivors and their families as outlined by the grant proposal.
- Develop post-service plans
- Maintain case and program records
- Advocating on behalf of the clients and those similarly situated within NSC and throughout the broader community.
- Supervise interns and student groups assigned to work on the project
- Communicate with third parties, anchor relatives, school officials, welfare staff, etc. on behalf of the clients, and assisting in the transportation to social security offices, etc. Coordinate services with other NSC departments including but not limited to education, legal and employment services
- Maintaining accurate, timely and orderly case and database records and preparing reports in a timely and accurate manner.
- Conduct all activities within the funders' and NSC's guidelines.
- Provide all services in a culturally and linguistically appropriate manner
- Develop new partners to meet gaps in service delivery
- Actively participate in weekly case meetings and other department, agency, community and provider meetings, as needed.

- Maintain accurate, timely and orderly case database and financial records and preparing reports in a timely and accurate manner.
- Maintain and keep current client case files and track other case related documentation.
- Conduct outreach to clients through participation in outside events and distribution of material within the community including ethnic and community affairs, ethnic churches and other sites frequented by immigrants and refugees.
- Prepare reports as needed.

Additional Duties

1. Attend relevant workshops or join professional groups as necessary to maintain professional knowledge and licensure.
2. Adheres to NSC's security guidelines and ensures the appropriate handling of sensitive information.
3. Facilitates and attends relevant staff meetings to promote communication and execution of goals.
4. Completes special projects specific to the function of the department or as needed for the department as directed by Supervisor.
5. Other duties as assigned within the scope of position expectations.

Knowledge, Skills, and Abilities

- Basic understanding of NSC's mission, vision, values, programs and services and business plan.
- Knowledge of legal and political issues, and community resources and benefits that impact and/or benefit the targeted client needs.
- Ability to effectively use standard office equipment.
- Possesses strong interpersonal skills as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with diverse groups of co-workers, external business partners, and the community.
- Ability to operate a computer and use a variety of common software programs including Microsoft Office, spreadsheets, and customized databases.
- Adheres to all NSC and departmental policies and procedures.
- Attends all NSC in-services as required.
- Strong written and verbal communication skills and effectively communicate with individuals and groups.
- Knowledge of basic client management procedures for determining eligibility, assessing needs, identifying resources, making referrals, following up, and documenting client interactions and proactively supporting client's pursuit of goals.
- Ability to effectively interview and engage a client in appropriate programming.
- Ability to effectively conduct one on one advocacy and/or educational presentations.
- Ability to work in a team structure – demonstrating ability to collaborate and contribute to the team's work.

Experience, Education, and Licensure

Minimum Experience: 2+ years of case management experience working within the refugee and immigrant community. Bilingual skills are required (Spanish-English).

Minimum Education: Master's degree in social work required. Professional licensure preferred.

Licensure: Valid drivers' license with access to reliable transportation.

Compensation

The position is full-time exempt, and includes health and dental benefits and a 403(b) match plan.

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www.nscphila.org • www.nsc-languages.org

How to Apply

Application deadline is **April 28, 2017**. Please email detailed letter of interest and résumé to jobs@nscphila.org. Please no phone calls.

NSC does not discriminate in employment because of age, sex, race, religion, national origin, and sexual orientation or for any reason not relevant to the qualifications of the position.