



Catholic Charities Diocese of Monterey

Position:	Case Manager (several positions)	FLSA:	Non-Exempt
Program/Department:	Disaster Case Management Program	FTE:	40 hrs./week
Supervisor:	Disaster Case Management Coordinator Program Case Manager	Term:	8 months contract
Location:	Santa Cruz and Monterey County	Salary:	\$24 - \$26

ABOUT CATHOLIC CHARITIES:

Catholic Charities of the Diocese of Monterey is one of 12 Catholic Charities agencies in the state of California and covers the Diocesan Counties of Santa Cruz, Monterey, San Benito and San Luis Obispo.

Programs:

The programs are: Family Support Services Program (Rental Assistance, Cal Fresh, Medi-Cal, SNAP-Ed, nutrition education and other services), Tattoo Removal Program, Immigration and Citizenship Program, Disaster Case Management Program and Development and Communications.

Mission:

Our Mission is to provide service to people in need, to advocate for social justice, and to call other people of good will to do the same.

POSITION SUMMARY:

This position provides direct case management services to disaster survivors and their families through advocacy, information and referral, crisis intervention services, and recovery services. The Disaster Case Management Program provides long-term case management services to people adversely affected by the 2020 Santa Cruz and Monterey County wildfires.

FUNDAMENTAL RESPONSIBILITIES:

Promote the mission of Catholic Charities through a commitment to its core values of compassion, service, justice, respect, integrity, teamwork and excellence.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Conduct thorough needs assessment and develop a recovery plan to address identified disaster related un-met needs
2. Maintain confidentiality regarding client information, sharing it only as agreed upon by the client and the evidenced signed release form
3. Develop a relationship with client families so as to provide the best advocacy and direction to these families to ensure their reaching self-sufficiency
4. Assist the survivor to determine the best course of action for both short and long term recovery
5. Develop, implement and monitor recovery plans with disaster survivors and their families to return at a minimum to pre-disaster level of well-being
6. Provide extensive and intensive case management and follow-up services
7. Provide highly skilled and culturally sensitive services to diverse populations
8. Provide crisis intervention to individuals and families facing emergencies around food, shelter, medical, re-construction and other needs as presented by client
9. Utilize knowledge of the resources available at all levels of government (federal, state and local), as well as government and community resources to make appropriate referrals to resolve identified issues



10. Advocates and interacts with other service providers on behalf of participants
11. Ensures complete case files and present case files to Case Management Supervisor for review
12. Maintains current and accurate documentation of services provided to clients
13. Ensures all client data is current in web-based disaster case management database(s)
14. Identify and connect disaster survivors to resources on the local, state, and federal level
15. Reports gaps in services to Case Management Supervisor
16. Assist clients in applying for and receiving public and private benefits
17. Attend regular sessions with or for immediate supervisor
18. Attend Agency's in-service training and unit meetings as well as any other agency-related activities
19. Other duties as assigned by supervisor

QUALIFICATIONS:

Education and/or experience required:

1. Bachelor's Degree required with case management work experience in the social services field
2. Previous experience in nonprofit social services and/or disaster relief strongly preferred
3. Bilingual English and Spanish only required for position in Monterey County

Skills, licenses, and/or competencies required:

1. Excellent written, verbal, and interpersonal communication skills
2. Cooperative and helpful attitude with clients and co-workers
3. Ability to work closely with other employees to ensure positive, constructive environment within the program or department, and throughout the agency
4. Excellent organizational skills, ability to reliably meet deadlines, and transparent with management about all ongoing cases and issues
5. Familiarity with state, county, and local community-based agencies servicing disaster survivors preferred
6. Proficient with Microsoft Office Suite
7. Individual must possess the ability to work well independently as well as part of a team

This job description intends to outline the general nature and level of work being performed by the person assigned to this job. It is not intended to include all duties and responsibilities. Because of a need to remain responsive to the needs of our clients and our agency's operations, responsibilities may be modified at any time.

LICENSE, CERTIFICATIONS, REGISTRATIONS:

Must provide a Valid California Driver's License, transportation and current auto insurance

OTHER REQUIREMENTS:

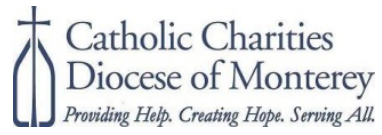
1. Clearance of fingerprint background check is required
2. Ability to stand and be active for 2-3 hours at a time
3. Occasionally lift or move up to 25+ lbs.

WORKING CONDITIONS:

1. Office environment
2. Some travel to other locations for meetings, trainings, etc.

HOURS AND OTHER CONDITIONS:

This is a non-exempt, 40 hours/week position. Occasional weekends will be required. Salary is \$24-\$26/hour. Catholic Charities offers a full-range of employee benefits.



APPLICATION PROCESS:

Please send your cover letter and resume to hr@catholiccharitiesdom.com by 12/20/21.