

***Enlace Comunitario is an Equal Opportunity Employer***



**Enlace Comunitario  
Job Description:  
Case Manager/Advocate**

**Department:** Intervention  
**Reports to:** Lead Case Manager  
**Supervises:** N/A  
**Status:** Non-Exempt/Full time  
**Grade:**

**SUMMARY**

Provides comprehensive case management for adults, children or adolescents victims of domestic violence and their families, to improve quality of life, empower and maintain the highest possible ability to function within the community.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Facilitates client access to community resources, including locating emergency shelter, housing, food, clothing, school programs, vocational, and educational opportunities, and relevant mental health services;
- Conducts risk score assessments with potential Pathways clients and enrolls clients in the Pathways program.
- Identifies and enrolls potential clients for IDA (Independent Development Account) Program.
- Assists client to develop natural resources and make contact with social support networks.
- Coordinates and monitors services, including comprehensive tracking of client activities in relation to service plan.
- Assists clients in identifying goals and areas of need, and in developing service plans which are assessed regularly;
- In collaboration with client, determines required level and frequency of services.
- Documents all client encounters and contacts made on behalf of clients on Clienttrax database; maintains comprehensive client files, which may include original documents whose scanned copies are held for safekeeping on behalf of the client on database.
- Identifies and provides emergency crisis services as necessary; makes immediate referrals and responds according to accepted crisis intervention methods and techniques;
- Coordinates other services as appropriate.
- Assesses client's progress, evaluates effectiveness of service plan and progress made by client, and participates in client treatment planning and case review with other staff members.
- Maintains current information regarding programs and services available to clients in the community.
- Reviews intakes.
- Reviews client cases and monitor if service goals are met.
- Maintains client list.
- Participates in agency planning and organizational development;

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### **General Responsibilities:**

- Demonstrates a commitment to immigrant rights, gender equality and other issues of social and economic justice
- Embraces and follows Enlace's values, mission, policies and goals
- Practices interpersonal and communication skills, including ability to navigate and resolve conflict in a manner that values and respects relationships with colleagues inside and outside the organization
- Avoids and extinguishes hearsay and rumors, including gossip, and engages in direct communication with a solutions-oriented approach
- Exercises emotional maturity, sense of humor and the ability to maintain balance and perspective
- Is a flexible team player who works collaboratively, shares responsibilities and supports and acknowledges colleagues' contributions
- Respects differences of race, ethnicity, age, gender, sexual orientation, gender identity, religion, ability, arrest or conviction history, and socio-economic circumstances
- Participates in agency planning and organizational development
- Other duties as assigned

The duties and responsibilities outlined above do not comprise a comprehensive list but are intended to provide a representation of the general nature and level of work performed by an employee in this capacity. Enlace Comunitario maintains the right to augment or delete duties and responsibilities as the needs of the agency dictate.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Note: A person is not required to disclose information about mental or physical limitations that may potentially interfere with work performance. However, a reasonable accommodation is only possible if the employer is notified of modifications that may be necessary allowing an incumbent to adequately perform the duties of the position. The following characteristics are essential to the performance of this position.

- Knowledge of community resources and services.
- Ability to monitor, assess and record client progress against service plan, and make adjustments to plans and services.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to assess mental status in clients and to develop individual service goals and plans.
- Ability to communicate client information to other professionals over the telephone under crisis circumstances.
- Ability to gather data, compile information, and prepare reports.
- Ability to communicate in both English and Spanish fluently.
- Ability to plan, implement, and evaluate individual client programs.
- Records maintenance skills.
- Must have strong verbal and written communication skills in both English and Spanish.
- Must demonstrate a commitment to social justice issues, such as immigrants' rights and the prevention of domestic violence.

### **MINIMUM POSITION QUALIFICATIONS**

Associate's degree, or equivalent coursework, and minimum 1 year of experience that is directly related to the duties and responsibilities specified, or a high school diploma or equivalency with three years work experience, at least two of which are directly related

### **EMPLOYMENT SCREENING AND COMPLIANCE**

- Individual will be subject to a CYFD background check.
- Employee must comply with all operational policies, especially those involving the safety of fellow workers, volunteers, and clients/customers.
- Employee must maintain a current and valid driver's license to perform work duties if position requires activities that require travel by motor vehicle.

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- Employee must have and maintain a clean driving record.

**ENVIRONMENTAL WORK CONDITIONS**

- Most essential duties are performed in an office environment with exposure to a variety of business equipment and other pertinent materials normally found in this type of work setting.
- Work is normally performed in an area permitting partial-to-total privacy.
- Often, the work requires travel to other locations throughout the city, state, and country.

**EMPLOYEE ACKNOWLEDGMENT**

I have read and understand the above job description and agree to adhere to the duties set forth in said description.

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Employee Name

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Date Signed

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Supervisor

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Date Signed