

EMERGENCY FAMILY ASSISTANCE ASSOCIATION

JOB DESCRIPTION

Job Title: Case Manager

Work Site: 1575 Yarmouth, Boulder, CO 80304
Will be working remotely, until the EFAA office is opened

Hours of Work: 40.0 hours per week. This person will work within the hours of 8:00 - 5:30 with a specific schedule determined by the employee and their supervisor in conjunction with other staff who work at those locations. Regular and timely attendance is an essential function of this job. This position is supervised by the Basic Needs Program Manager.

Mission:

EFAA's mission is to provide stabilizing services, innovative programs, and transformative advocacy to strengthen families and create a thriving community.

Organization:

For 100 years, EFAA has been a locally operated community safety net for families in times of need. In addition to committed staff, EFAA has strong community partnerships and a thriving volunteer program which helps to facilitate our mission.

General Statement of Duties:

This position divides its time between two programs: as a Basic Needs Case Manager providing day-to-day casework services with families and individuals that are having difficulty in meeting basic material needs and as a Bringing School Home Case Manager providing supportive case management to new residents in Boulder Housing Partners Bringing School Home Program. These roles require individual and team-based decision making, assistance with an array of administrative duties, while also participating in the training and support of volunteers. All EFAA staff are required to contribute to the development of the organization.

Duties may include, but are not limited to:

- Conduct professional interviews with diverse participants
- Provide bilingual (Spanish) conversational casework services for Spanish speaking participants
- Regularly collaborate with co-workers and supervisor on cases
- Maintain working knowledge of community resources available to assist the populations served
- Enter all relevant information into the database for tracking and analysis
- Make decisions regarding participant services on a daily basis
- Distribute assistance to participants according to EFAA's policies and procedures
- Complete case management related paperwork in an accurate and timely manner
- Identify and report on unmet needs
- Work with Supervisor on participant related issues including but not limited to: case related paperwork, working with challenging cases/participants, in-services with outside agencies, budget related issues, etc
- Maintain positive working relationships with groups and individuals referring people to EFAA for help
- Participate in Basic Needs Plus case management programming based on agency needs and funding
- Attend regular meetings as a member of the Program Team
- Provide support to other paid and volunteer staff working in the Boulder

- Take proper safety precautions, anticipate unsafe circumstances and act accordingly to prevent accidents
- Adhere to and practice EFAA Safety Rules. Responsible for ensuring volunteers and supervised staff adhere to EFAA Safety Rules at all times
- Identify and participate in professional development activities
- Participate in hiring of new staff members as needed
- Make suggestions on improvements in procedures, policies and programs to improve EFAA
- Complete a professional development plan in the annual performance review
- Help support occasional evening and weekend events

Bringing School Home - 15% time allocation

- Provide supportive, whole-family case management during the first 3 months of residency as part of a collaborative program with Boulder Housing Partners
- Complete assessments, track goals, and provide resource referrals
- Review applications and enter relevant information into tracking spreadsheet
- Contact applicants to assess current housing situation and interest in the program
- Coordinate with Boulder Housing Partners staff to arrange for move-ins at Bringing School Home sites
- Complete needs/vulnerability assessments and set goals according to results
- Hold case management meetings with participants at their Boulder Housing Partners apartment complexes

Required Qualifications:

- Related undergraduate degree and/or relevant experience.
- 1 year of on-going case management experience
- Verbal spanish language proficiency
- Experience working with low-income and ethnically diverse households
- Familiarity with Microsoft programs as well as the ability to use additional software programs

Preferred Qualifications:

- Professional level oral and written skills
- 2+ years of on-going case management experience
- Familiarity with Boulder County community resources
- Experience providing case management support to adults with children engaging in the two-generation (2gen) approach.

Working Environment, Physical Activities and Equipment Used:

- Typical office environment. Regularly uses a computer for data input and other work.
- May temporarily be assigned to work remotely.

Why You Should Apply:

EFAA's culture is employee-focused providing access to a generous benefits package including:

- considerable PTO
- Up to 100% employer paid health insurance premiums and employer paid Simple IRA contributions

- family friendly policies and practices
- designated paper time
- a commitment to professional development and training

Starting salary of \$39,000. Competitive pay commensurate with education and experience

How to Apply: Please email your resume and cover letter to resumes@efaa.org

Last updated September 2020