



POSITION ANNOUNCEMENT

Job Description: NEW! Family Resource Case Manager

Supervisor: Director of Programs

Full Time Equivalent: 1.0 FTE (Salaried Position)

Work Hours: 8:30 a.m. – 5:00 p.m. Mondays-Thursdays and 8:30 a.m. -- 4:00 p.m. Fridays. Flexibility occasionally needed for evening commitments, special projects, agency events etc.

Do you naturally tend to connect people? Do you hear about situations and automatically consider the next steps? Have you been known to stand up for others? Have you worked in customer service? A Family Resource Case Manager pulls all these pieces together and ensures that Latinx families are supported by Centro and partner agencies in an effective and streamlined manner through direct service/case management, community engagement, and outreach. Primary responsibility will include listening to the needs and concerns of the community, serving as a resource for service referral, and ensuring that Centro's mission remains vital and relevant in Dane County. They will work closely with Centro's other programs.

Mission and Values

Centro's mission is Empowering Youth, Strengthening Families, Engaging the Community in such a way that Dane County will be a community where Latinx families can aspire upward, to reach their personal goals and dreams because they feel engaged and strengthened with the tools for success.

- **We foster connection.** We are a welcoming community and take great care to ensure support and belonging for all.
- **We act with mutual respect and dignity.** We embrace our diverse cultural assets, which collectively make us stronger.
- **We nourish community.** We work together to create and advance opportunity for all.
- **We live with courage.** We will question our own assumptions protect and defend our rights and the rights of others, lead in collaborative ways, and seek help and guidance when we need it.
- **We demonstrate integrity.** We make time to clarify our collective principles, do the work it takes to live ethically, and establish systems to hold ourselves and each other accountable.

DUTIES AND RESPONSIBILITIES:

70% Direct, comprehensive, and family-centered case management services

- Engages families and/or individuals directly to address and identify needs.
- Meets client needs through direct service from Centro and/or by finding resources in the community.
- Follows up with clients and referral agencies to ensure that client needs are met.
- Creates plans of action, monitors progress, and is comfortable advocating for clients as needed.
- Areas of service may include, but are not limited to, simple translation and interpretation of documents, housing, and legal navigation for adults in collaboration with internal and external partners.
- Maintains client-specific files and case notes to show progress made by families and/or individuals.
- Assists clients with referrals to other Centro programs: Youth, Immigration Services, Workforce, Health Care Access Navigation, etc.
- Collaborates with Centro staff to provide accurate/up-to-date information to clients and the community.

- Performs other related duties as assigned.

20% Advocacy and Engagement

- Assists Centro/community partners to identify service gaps, and helps compile information for community assessment reports outlining emerging needs in the Latinx community.
- Identifies, initiates, and deepens relationships with community partners.
- Enhances wrap around family support for youth programs (Juventud, Escalera, and [Re]Generacion).
- Plans and executes community workshops/conversations in alignment with the strategic vision of Centro.
- Distributes information to Centro staff regarding community engagement activities and attends monthly events representing Centro to engage community with Centro services and programs.

10% Outreach

- Develops and implements an outreach plan to ensure new clients are aware of Centro services, may include La Movida radio show, social media, and listserv opportunities, including the Latino Support Network (LaSup).
- Attends community and service provider meetings as needed.

QUALIFICATIONS:

- Exceptional commitment to understanding the needs of the Latinx community throughout Dane County (rural and urban areas).
- Fluent in Spanish and English both verbally and in writing.
- Goal-oriented and solution-driven a plus.
- Strong time management skills and the ability to balance multiple tasks.
- Proven ability to work both independently and as part of a team.
- Demonstrated ability to forge partnership with a wide variety of organizations/institutions.
- Community development experience a plus.
- Strong commitment to the mission and values of Centro.
- Strong written communication, presentation, and public speaking skills.
- Proficient use of Microsoft Office Suite required, specifically Excel, Word, and PowerPoint.
- Knowledge of the social services available in Dane County.
- Willingness to occasionally work weekends throughout the year and adjust hours to accommodate the needs of the job including participating in Centro's annual community events.

Apply:

If you are interested in applying, please send your resume and a cover letter to elizabethgh@micentro.org. **Deadline to apply is November 28th, 2023.**