



JOB TITLE: Case Manager

RANGE: \$ 47,568 to 52,443 (Non-Exempt)

BENEFITS: Full medical, dental, and vision benefits and life insurance. Position is grant-funded

REPORTS TO: Associate Director

POSITION INFORMATION

POSITION PURPOSE: The Case Manager is a grant-funded position that creates meaningful relationships with those in need and links them to a network of resources from the Center, other nonprofits, public, and business sectors to provide services that meet the families' various needs and goals related to the overall well-being of the family.

PRIMARY RESPONSIBILITIES

- Manage referral and enrollment processes to ensure timely response and appropriate tracking of services.
- Coordinate and track services and outcomes to conform with reporting requirements.
- Coordinate client flow to ensure employment and financial needs of families are met.
- Ensure adequate referral processes are in place for in-house program offerings, including budget coaching, housing counseling, financial education, and other services.
- Track demographic data, services, and outcomes to maintain contract compliance.
- Coordinate services with partner organizations to ensure family needs are addressed.
- Implement financial education workshops for low- and moderate-income individuals, families, and youth.
- Organize onsite educational opportunities for participating families.
- Assist participants in developing financial goals and work with them to develop a plan to achieve them.
- Review credit reports with participants and provide guidance on repairing credit and/or improving credit score.
- Establish effective relationships with participating individuals and families to assist them in achieving program goals.
- Work cooperatively with and make appropriate referrals to other agency staff to reinforce and support participants' goals.
- Promote the services through writing and releasing public service announcements and social media postings.
- Participate in community events and fairs and conduct special outreach activities and events to promote the program and connect residents to services.
- Conduct community presentations to other community-based organizations to inform them about the services and to establish referral protocol.
- Participate in task forces, coalitions, and other activities to keep updated on trends and to collaborate with other organizations with similar focus.
- Provide consumer education workshops on telecommunication/energy choices and consumer rights and maintain sign-in sheets and pre-and post-test results.

QUALIFICATIONS

- Strong commitment and understanding of Delhi Center's mission, vision, and values
- Knowledge of issues affecting low- to moderate-income people and communities.
- Experience in the financial stability arena, which may include income generation strategies, financial education and coaching, and asset development.
- Mature, credible, and comfortable in dealing with representatives from non-profit organizations, private businesses, government agencies, schools, and residents of all ages and backgrounds.
- Experience and/or ability to communicate and work effectively with a wide range of institutions-including local government, financial institutions, local businesses, community-based organizations, and community groups.

Delhi Center is an Equal Opportunity Employer.

All qualified applicants will receive consideration for employment without regard to ethnic group identification, race, religion, ancestry, color, creed, sex, marital status, national origin, age (over 40), sexual orientation, medical condition, or physical or mental disability.



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- Ability to promote the use of coaching and cultural sensitivity in engaging center clients.
- Well-presented and businesslike with excellent communication, planning, and organizational skills and attention to detail.
- Self-driven, and results-oriented, with a positive outlook, and a clear focus on customer service.
- Ability to manage various tasks at one time and meet deadlines.
- Proficiency in computer applications, including excel, word, and outlook, and knowledge of database programs and management.
- Bilingual English-Spanish.
- Must be willing and able to work irregular hours, including weekends, holidays, and evenings, on an occasional basis, as a condition of employment.
- Graduation from community college and/or education and experience necessary to fulfill the job duties.

APPLICATION PROCESS

This position is open until filled. Please submit a cover letter and resume to Patrisia Gonzalez at Delhi Center, 505 E. Central Ave., Santa Ana, CA 92707 or via email at patrisia@delhicerter.org . For more information, please call Patrisia at 714-481-9625.

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