



EMPLOYMENT OPPORTUNITY

Alma Family Services is seeking qualified youth case managers to work onsite at a government specified location. This position is responsible for promoting the health, safety, and well-being of the youths on their caseload and providing clinical and technical case support.

Job Title: Specialized Case Manager (on-site)

Location: Pomona, California

Alma will provide additional information on this time sensitive employment opportunity through Virtual Information Sessions. Sign up for one of our upcoming informational sessions through the following link: <https://www.surveymonkey.com/r/3Q6QN78>

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Serves as a case manager, conducts initial case assessments, develops individualized service plans that identifies programs and services appropriate to meet patient's needs; access, coordinates/facilitates appropriate community and/or other services.
- Interview youths on site and collect contact information for parents in home country and family members in the US. Conducts face to face interviews with each youth (individually) on a frequent basis, and as needed to support the caseload.
- Assist in identifying youths requiring prioritization for placement based on vulnerable category or time in custody.
- Provides case management services for all assigned youths and working with other family support providers for guidance and assistance. Maintains average caseload of 8 or more as assigned.
- Maintain youth's confidentiality per federal standards and all applicable codes of ethics. Must adhere at all times to confidentiality agreement while on and off site set forth by administrating agency that will require strict adherence to enforced policies and procedures.
- Consider the environmental, cultural, safety, diversity issues and needs for the youth.
- Participate in weekly supervision meetings with immediate supervisor and/or Program Director and participate in monthly staff meeting.
- Participate in plan of service meetings and reviews, collaborative intake meetings, as well as subsequent placement, respite, and discharge meetings.
- Documentation of meetings, contacts, and case progress by completing paperwork, progress notes, incident reports, and writing individual services plans
- Communicate regularly with immediate supervisor and seek supervision when necessary
- Be prepared to address appropriate issues and challenges, including sharing your solutions during supervisory conferences and meetings
- Accept and implement direction, instructions, and corrections from immediate supervisor
- Complete other job-related duties as assigned by immediate supervisor

EDUCATION and/or EXPERIENCE

- A Bachelor's Degree in psychology, mental health, social welfare, or other related field of studies is required.
- Experience managing case work, child welfare, or social service cases preferred.
- Must be organized as well as, have excellent verbal, written and communication skills and the ability to work collaboratively with children, families, collaborating agencies, and community professionals.
- Mandated Spanish proficiency. Seeking individuals familiar with indigenous dialects spoken in Mexico, Guatemala, Honduras, and/or El Salvador as well.
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- Ability to successfully pass a drug screen and federal background check is required and must maintain a through criminal history clearance.
- Proficient in Microsoft Office Suite is required
- Strong customer service background
- Spanish/English bilingual fluency required. Seeking individuals familiar with indigenous dialects spoken in Mexico, Guatemala, Honduras, and/or El Salvador as well.
- Able to effectively manage significant documentation.
- A self-starter, able to work with minimal supervision and work independently.
- Able to prioritize and be accountable for timeliness to complete projects in a timely manner.
- Possess sensitivity to the service population's cultural and socio-economic characteristics.
- Ability to organize, multitask and prioritize duties and responsibilities efficiently.
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DESIRED:

- Relevant certification in child services, mental health, and social welfare programs are desired.
- Experience with managing cases that include crisis intervention, traumatized families, and youth mental health.

Applicants selected will be subject to a U.S. Government security investigation and must meet eligibility requirements for access to sensitive information.