



Position Announcement
LEAD CASE MANAGER

JOB TITLE: Lead Case Manager
PROGRAM: Refugee Services
REPORTS TO: Coordinator of Refugee Resettlement
LOCATION: Concord, CA
EMPLOYMENT TYPE: Full time, Exempt

OUR AGENCY

Guided by Jewish values and in collaboration with the diverse communities we serve, JFCS East Bay contributes to the resilience of communities, families, and individuals through advocacy and comprehensive support services at every stage of life.

The agency's current programs include resettling refugees, providing mental health services to children and families, offering immigration legal services, and supporting seniors and Holocaust survivors. Our staff of more than 60 employees is characterized by its dedication, teamwork, warmth, and humor. Agency offices are located in downtown Berkeley (five blocks from BART) and Concord (five blocks from BART), with a satellite location in uptown Oakland.

JFCS East Bay actively seeks to hire qualified professionals who reflect the cultural and linguistic diversity of the East Bay and of our clients. We are committed to creating a community where staff and clients from all backgrounds feel safe, welcome, and included. We are looking for equity-minded applicants who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. We hope to expand our diversity in the belief that clients heal best when staff represent the communities they serve and are guided by values of social justice.

POSITION SUMMARY

The Lead Case Manager will be responsible for the frontline supervision, management, support and training of refugee resettlement Case Managers. The Lead Case Manager will ensure timely delivery of core services and provide consistent documentation in support of the JFCS-East Bay Resettlement Program.

POSITION RESPONSIBILITIES

- Oversee daily operations of case management staff
- Conduct weekly check-in to ensure that case managers maintain clear and up-to-date documentation in online systems (Unicentric and IRIS) and hard-copy correspondence in case files for audit purposes
- Coordinate and support staff to ensure the timely submission of accurate and high-quality case documentation and reports
- Ensure that quality services are provided to clients in a consistent and professional fashion; monitor referrals and progress of clients
- Monitor the delivery of core services to ensure compliance with all program standards and grant requirements in accordance with the cooperative agreement. Ensure that program guidelines and policies for goal attainment and contract compliance are followed by all case managers
- Provide direct case management for cases as capacity allows
- Actively participate in the delivery of client services as needed
- Collaborate with local health departments, social services offices, mental health providers, school systems and other services providers to ensure required services are delivered to refugees. Coordinate services for complex cases.
- Support team to problem-solve issues
- Act as the lead user for IRIS software system; train staff to maintain their R&P client financial log and documentation in IRIS as needed
- Create spreadsheets to facilitate tracking of core service planning needs. Maintain appropriate records for reporting purposes and tracking goals of the program
- Create effective new staff onboarding and training materials; help to ensure strong, standardized onboarding systems. Provide regular guidance and training
- Attend and participate in staff meetings
- Participate in regular supervision sessions to review case files, discuss strategy, and monitor client progress
- Work collaboratively with the Director and Coordinator in assessing department programs according to client needs, available funding, and Agency capacity
- Work to build and maintain a positive and respectful demeanor in contact with staff, clients, and the public
- Other duties as assigned

REQUIRED MINIMUM QUALIFICATIONS

- Bachelor's degree, preferably in a behavioral science, human or social services field.
- Case management experience, preferably in a human service related non-profit or social services agency that works with underserved communities, and/or in a refugee resettlement agency
- Extensive working knowledge of public benefits, safety net programs, and regional partners who administer services for refugee & immigrant populations/new arrivals
- Excellent interpersonal and communication skills, including written and verbal.

- Strong ability to work independently and with other team members.
- Ability to effectively work with refugee and immigrant populations, including understanding needs and barriers to accessing services.
- Ability to maintain confidentiality.
- Strong organizational skills, include the ability to manage multiple projects and/or cases with a high degree of attention to detail.
- Proficiency in utilizing computer software including but not limited to Outlook, Word and Excel.
- Ability to work a flexible schedule. Some evening and weekend hours are required.
- Ability to travel within the SF Bay Area for work purposes.
- Authorized to work in the U.S.

PREFERRED QUALIFICATIONS

- Prior supervisory experience is preferred, but not required.
- A working knowledge of a second language, such as Spanish, Ukrainian, Dari, Farsi, Pashto, Arabic, Burmese, or Tigrinya

COMPENSATION AND BENEFITS

Compensation for this position will be \$65,000. Benefits include medical, dental, vision, Life Insurance/AD&D, Long Term Disability, flexible spending accounts, 401(k) with contribution matching after one year, and 28 paid days off per year. We also offer the option for hybrid work schedules where employees can work from home as well as in-office.

EEO STATEMENT

As an Equal Opportunity Employer, JFCS East Bay does not discriminate on the basis of any protected categories: age, ancestry, citizenship, color, disability, gender, immigration status, marital status, national origin, race, religion, sexual orientation, or veteran's status. The agency is committed to the principles of diversity in employment and to creating a community where everyone can flourish with dignity.

CONDITION(S) OF EMPLOYMENT

Satisfactory completion of a background check (including LiveScan where applicable). The background check may include, but is not limited to: criminal records check, verification of academic credentials, licenses, certificates, credit history, professional references and/or verification of work history is required for employment. JFCS East Bay will issue a conditional offer of employment to the selected candidate, which may be rescinded if the background check reveals disqualifying information.

COVID VACCINATION POLICY

JFCS East Bay requires staff to be fully vaccinated against COVID-19, including the booster shot, or declare a medical or religious exemption. Candidates should be prepared to provide proof of vaccination or complete a medical or religious exemption form.

APPLICATION PROCESS

Please submit a thoughtful cover letter and resume to currentjobs@jfcs-eastbay.org. **Please also include the job title in the subject line.** Position open until filled.