



CATHOLIC DIOCESE OF RALEIGH POSITION DESCRIPTION FORM



Catholic Charities
of the Diocese of Raleigh

Position Information

Position Title: Family Case Manager- Centro para Familias Hispanas (CpFH)

Department: Catholic Charities

Reports To (Title): CpFH Program Director

Work Schedule: ☒ M – F Hours: _____ to _____ ☐ Other: _____

Type of Employee (Hours worked per week) ☐ Regular Full Time (≥30) ☐ Regular Part Time (20-29) ☐ Part Time (≤20) ☒ Temporary (varies)

Percentage of Travel Required ☐ 0% ☐ 10% ☒ 25% ☐ 50%+

Exemption status (HR use only) ☐ Exempt ☐ Non-exempt

Position Summary

Summarize the overall function or purpose of this position. This should be a concise description of the job.

The Family Case Manager will assess strengths and needs, provide services, and disseminate information about community resources to individuals and families working to increase their well being and self sufficiency. The Family Case Manager will collaborate with Catholic Charities staff and community groups to provide outreach services and advocate for increased resources to populations isolated by language barriers, location/transportation, educational attainment and socioeconomic status. In addition, the position will supervise student interns and coordinate meetings with their school professors to discuss the interns' performance at CpFH. The Family Case Manager must be bi-lingual with the ability to read and write Spanish and English fluently.

Duties and Responsibilities

Indicate as clearly as possible the significant duties and responsibilities that are **essential** requirements of the job. List the duties in order of importance and the approximate percentage of time for each duty. Focus on major responsibilities rather than detailed work routines.

Provide culturally competent case management services to individuals and families:

- Perform intake interviews
- Complete assessments which focus on the family's strengths and needs
- Develop family goals and evaluate attainment
- Provide information and referral to other community agencies
- Facilitate clients' access to services, including advocacy when needed
- Educate clients regarding their rights, responsibilities and advocacy skills
- Coordinate disaster relief, recovery and preparedness services for the Raleigh region

20.00

Duties and Responsibilities continued from page 1

- Provide crisis intervention services to individuals and families in person or by phone
- Assist individuals, families and groups to advocate for social issues through education, skill development and modeling
- Coordination of after-school program in conjunction with North Carolina State University
- Translation of documents (both from Spanish to English and from English to Spanish)

5.00

Ensure attainment of SmartStart grant outcomes:

- Assess families' needs and make referrals to services (food stamps, Medicaid, medical and dental care, etc.) to promote children's health and development in preparation to enter Kindergarten
- Perform developmental screenings with preschool aged children
- Make referrals for children in need of further developmental assessment
- Provide ongoing case management for families identified to receive services meeting SmartStart grant outcomes
- Connect children to early childhood and health services that ensure their readiness to succeed in Kindergarten
- Analyze raw reporting data and compose Smart Start quarterly funding reports

65.00

Intern/Volunteer Recruitment and Management:

- Recruit, train and supervise interns and volunteers

5.00

Other Duties:

- Maintain client records, agency and program data collection and reports as required by supervisor, agency policy and procedure
- Attend agency, staff and community meetings as determined by supervisor
- Perform other duties associated with the general responsibilities of this position and/or as assigned by supervisor

5.00

Position Qualifications

Formal Education (minimal level REQUIRED for this position)

- ☐ No minimum education level
- ☐ High School diploma or GED
- ☐ Associates or other 2-year degree including technical/trade school
- ☒ Bachelors degree
- ☐ Masters or Professional degree (M.B.A., J.D., etc.)
- ☐ Doctorate

Degree in specific subject area: _____ Degree Type: Human Service Field (related experience may be substituted)

Concentration: _____

Work Experience (minimum experience REQUIRED for this position)

- ☐ Less than 1 year
- ☒ 1 - 3 years
- ☐ 4 - 6 years
- ☐ 7 - 9 years
- ☐ 10 + years

Years of specific work experience: Field: Human Services, Social Work or Equivalent Experience Years of experience: 2

Qualifications

- Fluent in English and Spanish in oral and written communications.
- Demonstrated ability to work effectively with a wide diversity of people from different ethnic backgrounds
- Excellent interpersonal skills
- Strong attention to detail
- Demonstrated knowledge of social welfare systems
- Proven skills in empowerment strategies
- Ability to work as part of a team on assigned projects
- Competency in social systems approach and in community development
- Knowledge of child development and experience in early childhood preferred

Special Requirements:

- Knowledge of and commitment to Catholic social teachings and practices and the mission of Catholic Charities of the Diocese of Raleigh
- Valid NC Driver's License and a vehicle in working order for business use
- Authorized to work in the U.S.

Skills: Proven computer skills including Word, Excel and other appropriate applications

*Job responsibilities may involve travel and some work beyond the regularly scheduled workdays, i.e., weekends and evenings as scheduled, and as needed.

Position Characteristics

Physical Requirements/ Work Environment

(This section must be completed *entirely*, regardless of position)

	Amount of time spent			
	None	<1/3 of time	1/3- 2/3 of time	>2/3 of time
Lifting greater than 20 lbs.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sitting for extended periods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Standing for extended periods	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primarily office work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Primarily outdoor work	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primarily indoor work	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Prolonged exposure to heat/cold	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prolonged exposure to loud noise	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Level of Supervision Received (check the option that best describes the position overall)

Direct Supervision: Supervisor gives specific instructions on all assignments. Work is reviewed regularly for accuracy and completeness.	<input type="radio"/>
General Supervision: Supervisor provides continuing or individual assignments by indicating what generally is to be done, limitations, quality and quantity expected, deadlines, and priorities.	<input type="radio"/>
Intermittent Supervision: Supervisor makes assignments by defining objectives, priorities, and deadlines. Assists employee with unusual situations. Employee carries out successive steps and resolves problems in accordance with instructions and policies.	<input checked="" type="radio"/>
Administrative Supervision: Supervisor sets overall objectives and resources available. Collaborate on deadlines, projects, and work to be done.	<input type="radio"/>
Long-Range Administrative Direction: Employee generally proceeds independently in accordance with general plans, policies, and purposes of the department. Results of work are considered technically authoritative.	<input type="radio"/>

The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this job. They are not intended to be an exhaustive list of all the responsibilities, duties, and skills required for the position. All employees may have other duties assigned at any time.