



CATHOLIC DIOCESE OF RALEIGH
POSITION DESCRIPTION FORM



Catholic Charities
of the Diocese of Raleigh

Position Information

Position Title: Family Case Manager (Bilingual) - Centro La Comunidad

Department: Catholic Charities

Reports To (Title): Regional Director

Work Schedule: M – F Hours: _____ to _____ Other: Monday - Thursday TBD

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)	<input type="checkbox"/> Exempt	<input type="checkbox"/> Non-exempt
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Position Summary

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

Provide case management services, including assessment of strengths and needs, goal setting, and provision of services to individuals and families working to increase their well-being and self-sufficiency. Provide information about community resources and facilitate referrals to external agencies. Collaborate with Catholic parishes and other community groups to provide outreach services and advocate for resources for populations isolated by language barriers, transportation, educational attainment, immigration status, and socioeconomic status. In times of disaster, the Family Case Manager will provide case management services to impacted families.

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.

Direct Service:

- Provide culturally aware services to individuals and families
- Perform intake interviews and assessments
- Develop goals and evaluate attainment of goals
- Provide information about and make referrals as needed
- Facilitate client access to linguistically and culturally aware services including advocacy when needed
- Assist individuals, families and groups to advocate for social issues through education, skill development and modeling

60.00

Duties and Responsibilities *continued from page 1*

Administrative:

- Collaborate with the Office Manager to allocate emergency assistance for clients
- Maintain client records, agency and program data collection and reports as required by supervisor, agency policy and procedure and funding sources
- Train and supervise volunteers and/or interns associated with the case management program
- Prepare grant applications and grant reports as assigned

20.00

Community Outreach:

- Work with community organizations, groups, and places of worship to develop collaborative relationships, identify resources and unmet needs, coordinate services, and invite external agencies to provide their services on-site
- Perform marketing activities and produce written materials in English and Spanish for parish bulletins, etc.
- Represent the agency before various audiences including community groups, diverse places of worship and existing or potential funders

15.00

Other Duties:

- Attend agency, staff, and community meetings
- Perform other duties associated with the general responsibilities of this position and/or as assigned by supervisor

5.00

In times of disaster:

- Partner with a disaster affected individual or family to plan for and achieve realistic goals for recovery
- Engage clients to cooperatively participate in the development, implementation, and ongoing review of an individualized disaster recovery plan
- Serve as a primary point of contact, assisting clients in coordinating necessary services and resources to address their complex disaster recovery needs in order to re-establish normalcy
- Perform outreach to identify vulnerable persons in need of services and referrals
- Empower clients to play an active or lead role in their own recovery
- Network with other organizations to guide clients through sequence of delivery without duplication of benefits or services
- Actively participate in long term recovery groups where such exists

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 Services Field

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: _____ Years of experience: _____

Qualifications

- Fluent in Spanish & English (oral and written communications) required
- Demonstrated ability to work effectively with a wide diversity of people from different ethnic backgrounds
- Excellent interpersonal skills and ability to work on assigned projects independently as well as part of a team

Special Requirements:

- Knowledge of and commitment to Catholic 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 checked="" type="radio"/>	<input 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 type="radio"/>	<input checked="" 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.