



Job description for the position of

BILINGUAL CASE MANAGER (INGLÉS/ESPAÑOL)



POSITION SUMMARY

The Bilingual Case Manager delivers comprehensive, trauma-informed advocacy and support for children in shelter by assessing their needs, developing goals, and linking children + families to resources and services that improve, maintain, or restore an enhanced quality of life. Uses a strengths-based approach to provide crisis management, safety planning, advocacy, resource referrals and support to survivors of domestic violence.

The Bilingual Case Manager will work in close collaboration with the Adult Therapists, Adult Case Managers, and the Vice President of Shelter Operations. Must be able to adapt to a continually evolving environment, work with a diverse population, and thrive in an autonomous and deadline-oriented workplace.

Starting Salary: \$18/hr+ fulltime employees are eligible to receive health and vision benefits, 401(k) (following a qualifying period), and a generous PTO package.

PRINCIPAL ACCOUNTABILITIES

- Abides by all policies that maintains the confidentiality and safety of residents in our care.
- Knowledge of Kansas City area community resources including employment, health, finances, mental health, housing, legal issues, and education.
- Assess needs, develop goals, and serve as a partner to clients to link essential resources that support the safety, self-sufficiency and whole-person healing of our residents.
- Conducts intakes as needed.
- Supports the physical and emotional safety of residents in shelter and through Outreach programs.
- Advocates on behalf of survivors with community service providers. Builds service partnerships with community-based organizations to expand resources to residents.
- Develops and maintains electronic case records that document services provided to survivors.
- Provides crisis intervention and develops safety plans, as necessary.
- Coordinates or provides transportation as necessary to residents.
- Participates in team and staff meetings and communicates client needs in a timely and effective manner.
- Builds community and service partnerships with community-based organizations.

KEY PERFORMANCE AND SKILLS NEEDED TO ACHIEVE GOALS

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| Flexibility + Adaptability | Is open to new ways of working, ideas, and processes. Adapts quickly and effectively to new environments, people, and responsibilities. Readily adapts to stressful situations and factors outside of his/her control. |
| Team Building | Communicates the vision and objectives through behaviors and actions. Encourages and supports individuals through change. Fosters an environment that encourages sharing ideas and accomplishing goals as a team. |
| Boundaries + Self Care | Models appropriate boundaries with residents, staff, and visitors. Maintains appropriate work and personal life boundaries; actively practices self-care and seeks assistance when feeling overwhelmed. |
| Communication (Verbal + Written) | Expresses views constructively in a fluent, clear, logical manner, with enthusiasm and confidence. Communicates openly and honestly and promotes an exchange of ideas. Is an effective listener – listens openly without interrupting. Shows tact, courtesy, and diplomacy in dealing with others. Delivers information effectively in a variety of formats. Is succinct in communications, recognizing time is a valuable resource for all. |
| Documentation | Exhibits a clear understanding of the importance of documentation. Can efficiently navigate the organization’s database and completes documentation in a timely manner. |
| Relationship Management | Uses appropriate interpersonal communication methods to work effectively with peers, residents, and community organizations to meet mutual goals and objectives, builds networks to obtain cooperation. Understands that the environment at Newhouse is one of trauma healing and recovery and interactions with our residents need to be handled sensitively and with a Trauma Informed Care lens. |
| Decision Making + Problem Solving | Obtains information and identifies key issues relevant to long-term goals. Actively plans, leads, and develops with others for the success of the program. Diligently thinks through problems and can select appropriate alternative courses of action to create a solution. |
| Stress Tolerance | Is even-tempered and keeps control of his/her emotions and behaviours, even in high-pressure situations. Maintains a positive attitude despite stress and frustration. Works effectively under pressure and approaching deadlines. Has a calming influence on others in stressful situations. |
| Financial Management | Demonstrates an understanding of fiscal responsibility and the impact of budget performance on the operation. Monitors spending and tracks expenses appropriately against the budget. Participates in developing department budget and proposing team structure and salaries. |

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| Creativity + Innovation | Recognizes and generates innovative solutions to challenges (thinks “outside the box”). Seeks to challenge the status quo and traditional assumptions to improve service delivery, efficiencies, and effectiveness. the way things are done. Fosters a working environment that encourages creative thinking and innovation. Is not afraid to take calculated risks and learn from mistakes. Balances creative thinking with practical application. |
| Confidentiality | Properly maintains the privacy of all client’s personal information and readily adapts to new procedures to ensure confidentiality is achieved. |
| Change Management | Continuously seeks and encourages others to seek opportunities for different and innovative approaches to addressing organizational challenges, advocates the need for self or others to seek a better way to address work processes. |
| Functional Expertise | Has the functional competence (skills & knowledge) to be effective in his/her job. Keeps up to date with ongoing learning/studying. Actively seeks assignments and other on-the-job opportunities to improve self. Share’s competence willingly with others. |

WORK CONDITIONS

Physical requirements are those present in normal office environment conditions. Employee is required to sit at a desk and work at a computer for long periods of time. This position requires walking, sitting, standing, and climbing stairs. Operational flexibility is required to meet sudden and unpredictable needs.

EDUCATIONAL REQUIREMENTS

A bachelor’s degree earned from an accredited college or university in a related human services field required and/or experience working with survivors of domestic violence. Must be able to provide own transportation as necessary to perform job duties.

Work schedule is typically M-F. Work schedule and hours may vary; evenings and weekends may be required. Staff do participate in a rotating on-call schedule once approximately every 14 weeks. Flexible work environments are extended to the extent that it does not interfere with meeting the needs of our clients and residents.

EXPERIENCE, ABILITIES + QUALIFICATIONS

- Experience in domestic violence preferred but not required.
- Ability to organize and prioritize tasks and assignments to meet deadlines.
- Must possess executive maturity, sound judgment and a professional appearance.
- Proven history of self-directed work to improve processes and procedures and excellent understanding of business processes and operations.

- Consistent demonstration of integrity, honesty, and high ethical standards.
- Keen interpersonal skills, being sensitive to Trauma Informed Care model.
- Familiarity with computer operating systems, work processing, databases, spreadsheets, email, and internet and possess the ability to learn new systems.
- Alignment and adherence to the Newhouse mission, vision, and principles.

AT WILL EMPLOYMENT

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Newhouse that employment is at will, which means that employment is for no specific term and that employment may be terminated by the employee or Newhouse at any time without cause.

Please submit a resume and cover letter to Victoria Arcano, Newhouse Senior Director of Advocacy + Outreach, at kaitlin@newhousekc.org. Please put “Bilingual Case Manager Position” in the subject line of your email.

EQUAL OPPORTUNITY + AFFIRMATIVE ACTION EMPLOYER

Newhouse is an equal opportunity and affirmative action employer. We celebrate diversity and know that in serving a diverse population and employing a diverse team, we position our organization and community to thrive. We promote diversity of thought, culture and background and are committed to a work environment that gives voice to, supports, inspires, and respects all individuals.

Employment at Newhouse is solely based on a person’s aptitude, qualifications, and professional competence. We do not discriminate on the basis of race, color, ancestry, national origin, religion or religious creed, mental or physical disability, medical condition, genetic information, sex (including pregnancy, childbirth, and related medical conditions), sexual orientation, gender identity, gender expression, age, marital status, military or veteran status, citizenship, or other characteristics protected by state or federal law or local ordinance.

Note: This position description is not intended to be all-inclusive. You may be required to perform other related duties within your skill set as negotiated and/or directed to meet the ongoing needs of your department and the organization.

I have read and understood the duties and expectations as described in this position description.

Employee Name

Date