



Bilingual Case Manager
Broomfield, Colorado

A Precious Child, Inc. is a 501(c)(3) nonprofit organization that provides children in need with opportunities and resources to empower them to achieve their full potential. A Precious Child envisions a future in which every child grows up to be a secure, self-reliant, contributing member of their community.

A Precious Child's Case Manager serves as a key member of the team, and is responsible for day-to-day interactions and satisfaction of our customers. This helps A Precious Child meet its overall objective of providing resources and opportunities for children throughout our eight serviced counties in Colorado. Our customers include daily clients, Agency Partners, volunteers, donors, internal staff and our community.

The Case Manager is responsible for the oversight of the casework program, which provides services to the families who visit the Empowerment Center. The Case Manager will serve our clients in several ways, to include conducting Self Sufficiency Matrix Assessment, provide direction on setting SMART goals for individuals and families, and assisting them through resource navigation; connecting families to internal programs and services of A Precious Child and referrals to external Agency Partners. The Case Manager will collaborate with Empowerment Center Staff and volunteers including, but not limited to, the COO, the Resource Center Director and the Director of Donation Center, Warehouse and Facilities. It is required that candidates who apply for this position speak fluent Spanish, work through a trauma-informed lens, and have well-developed interpersonal and crisis intervention skills. The Case Manager will treat all clients with compassion and respect and will work well with staff and volunteers.

Hours: Full-Time, exempt, 8:30 a.m.- 5:00 p.m. Monday through Friday

Reports To: Empowerment Center Director

Areas of Responsibility:

- Conduct Self Sufficiency Matrix assessments to evaluate family needs and strengths.
 - Mutually determine with the participant the needs of the family in order for them to become self-sufficient.
 - Identify needs of children, youth, and their family members to help them navigate resources by connecting them to internal and external agencies' services and programs for which they are eligible.
 - Provide guidance on SMART individual/family goal setting.
 - Identify and evaluate the tools and processes utilized with the families to achieve the independency goal.
 - Track program effectiveness and outcomes using the Self Sufficiency Matrix Assessment
 - Coach and motivate client to follow and complete personal Empowerment plans.
 - Monitor progress and follow up periodically with families.



- Recruit and engage families in the case management program. Build your caseload by assessing client's current state of change and motivation.
- Assist in the development and growth of the case management program.
- Provide supervision to case managers and interns.
- Actively coordinate and collaborate with other service providers to connect families with different resources.
 - Maintain and share ongoing knowledge on the local community resources and Agency Partners' resources.
- Advocate for individuals and their families.
 - Review and follow up family progress and adjust or modify the when necessary.
- Facilitate or collaborate in the development of workshops/events for participants.
- Establish a goal oriented plan, and identify each person's role and responsibility in jointly managed plans.
- Ensure smooth transition between client/Agency Partner intake and client/Agency Partner shopping experience at our Resource Center.
 - Build trusting relationships with clients through rapport gained during sessions.
 - Work with all Agency Partners to build relationships and answer questions.
- Conduct Client Intakes with new clients, orienting them to programs and services provided by A Precious Child, and input client's demographic information into online database.
- Document client interactions in a professional and timely manner.
- Support Empowerment Center team with Agency Partners, phone calls, scheduling appointments and for daily appointment reminder calls as needed.
- Other duties as assigned.

Experience & Qualifications:

- Enthusiasm and passion for A Precious Child's mission and vision.
- Fluent in Spanish language is required.
- Bachelor's degree in Social Work is preferred.
- Social work experience is preferred.
- Must be able to manage competing demands and handle multiple duties simultaneously.
- Exceptional customer service skills and ethics.
- Excellent verbal and written communication skills.
- Proficient in Microsoft Word, Excel, Power Point, and Outlook.
- Ability to work effectively in collaborate with diverse groups of people.
- Must be a self-starter who is motivated, outgoing and has strong organizational skills.
- Work well independently and in a team environment.
- Meets deadlines and demonstrate attention to detail.
- A positive attitude, strong work ethic, dependable and an ability to work effectively with coworkers, volunteers and interns.
- Possesses excellent rapport gaining and interpersonal skills with the ability to work effectively with donors, volunteers, and staff.



Compensation:

Pay range is \$50,000-\$60,000 including a competitive benefits package.

To Apply:

To apply, please send a cover letter and resume to Courtney Wickberg, CCO at Courtney@apreciouschild.org

For more information about A Precious Child visit APreciousChild.org.

Equal Employment Opportunity: A Precious Child is committed to a policy of equal employment opportunity. The organization will not discriminate against employees or applicants for employment of any legally recognized basis including, but not limited to, veteran status, race, color, religion, sex, national origin, physical or mental disability, age, political affiliation or belief, or any other protected group status as defined by law. A Precious Child will also not discriminate against employees or applicants based on sexual orientation.