

**FAMILY CASE MANAGER
FAMILY CASE MANAGER-BILINGUAL (LANGUAGE)**

DEFINITION

Under general supervision of a Program Coordinator, performs a variety of child and family case management functions in a designated assistance program; conducts home visits, needs assessments and follow-ups with program participants; provides information on support services; facilitates referrals to school district and community services; contacts community organizations, services and businesses to give/receive information and solicit program assistance; maintains case records; and performs other related duties as assigned.

The typical duties and employment standards are representative of positions within this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the specific position.

TYPICAL DUTIES

In accordance with the designated program, provides information to families on services available through the program; conducts in-depth needs assessments of families and children and develops strategies to meet their basic needs; makes home visits to inform/educate families in various program areas and community resources; facilitates and tracks referrals to various District education programs and community education and support services; monitors program participants and conduct follow-ups; refers participants to other program staff for intervention; contacts community organizations, public and private agencies and businesses to give/receive information and solicit program assistance; assists in the coordination and planning of community resource services; serves as an interpreter/translator between families and District or community resources personnel.

Documents services in case notes, contact logs and other reporting methods; maintains an accurate record keeping system ensuring all case files are complete; maintains confidentiality of all information; assists in compiling information/statistics for program evaluation; attends program related meetings, conferences and workshops; participates in community outreach to enhance program participation; provides in-service staff training and disseminates program information to District staff; keeps supervisor informed of case management activities and progress; may serve as a program resource to the District; performs other related duties as assigned.

Bilingual

In addition to the above duties, bilingual positions also translate orally and in writing, between English and a designated language. Interprets information for families and serves as a translator in communicating with the school District and those providing community services. Written translations may include newsletters, flyers, letters, forms and other documents.

DISTINGUISHING CHARACTERISTICS

The **Family Case Manager** performs a variety of child and family case management functions in a designated assistance program. This class is distinguished by its direct involvement with children and parents to assess their needs and provide assistance in a specific program area. The **Parent Involvement Technician** conducts parent education workshops and coordinates and publicizes a variety of parent involvement activities for a school or schools. This class is distinguished by its direct parent training responsibilities under professional guidance; incumbents may also perform Site Volunteer Organizer duties.

EMPLOYMENT STANDARDS

Knowledge of: General principles of child behavior and development; basic needs of children and families; public services and community resources; basic record keeping techniques; standard office equipment including personal computers and word processing software; basic record keeping techniques.

Ability to: Provide family case management services; speak, read, and write a designated language in addition to English; identify, contact and attain the support of community organizations, agencies and other resources; work harmoniously with, and gain the cooperation of District staff, parents, and community members; work with children and families with special needs (e.g. educational, medical, homelessness, poverty, etc.) to investigate and provide possible solutions, options, and/or referrals to meet identified needs; learn, interpret and explain program policies and procedures; communicate clearly and effectively orally and in writing; use initiative and persuasiveness; exercise professional judgment and keep the supervisor informed of important details when serving as a liaison between the school and the community; understand and follow oral and written directions; work independently and exercise initiative without direct supervision; analyze and resolve problems and deal with participants and conflicts with tact, sensitivity, and diplomacy; compile and analyze information and prepare written reports; schedule and plan work to meet established time lines; operate a personal computer and word processing software to produce written materials; be reliable in attendance, punctuality, and follow through; be flexible and adapt to changes in routine and the needs of the program; maintain accurate and complete records.

Essential Physical Activities and Work Environment: Work is performed primarily in an office environment; however, sufficient mobility is necessary to visit various locations within the school district and to travel to homes, organizations, businesses and other agencies within the community. The position requires sufficient vision to read print/text on computer screens and in a wide variety of typed formats; sufficient hearing and speaking to give and receive information and understand normal conversations; sufficient finger dexterity to write and operate a computer keyboard and other office equipment. Even though work is performed in primarily indoor environments, the necessity to go to different locations involves some exposure to the elements.

Typical Background: Any combination of training and experience that demonstrates the knowledge and abilities to perform the typical duties. A usual way to obtain the knowledge and abilities would be completion of college course work at the associate level in early childhood development, social work, psychology, sociology or related field and two years of work experience related to social services, student services, child protective services, health and human services or other similar areas.

Licenses and/or Certificates: Possession of a valid California Class C driver's license, and the use of an automobile or proof of an equivalent mode of personal transportation.

Qualifications: In order to be considered qualified for a vacancy in this classification, a candidate must possess the required background and successfully demonstrate such background, knowledge, skills and abilities through an examination process.