



Bay Area Community Resources (BACR) is currently seeking candidates with Case Management related experience to fill the position of the Latino Task Force Case Manager. This is a salaried position.

<b>Position Title:</b>	<u>LTF Case Manager</u>
<b>Reports To:</b>	Case manager and Public Benefits Manager
<b>Location:</b>	San Francisco Area. This position will rotate across all LTF Resource Hubs: <ul style="list-style-type: none"><li>• Casa De Apoyo in Excelsior</li><li>• The Hut at Executive Park in Visitacion Valley</li><li>• Yosemite in Bayview</li><li>• Mission Hub in the Mission</li></ul>
<b>Classification:</b>	Full-time (M-F, 40hrs/week)
<b>Compensation:</b>	\$66,560 / salary; exempt
<b>Languages:</b>	Fluent in both English and Spanish

**Job Summary:**

Bay Area Community Resources (BACR) was founded in 1976. Our mission is to promote the healthy development of individuals, families & communities in the Bay Area; we serve 60,000 individuals annually through programs including workforce development, community and behavioral health, after school, health, and youth services.

The Latino Task Force (LTF) was formed in March 2020 in response to the impact of COVID-19 on San Francisco's Latino community. BACR runs the four neighborhood-based LTF resource hubs located in the Mission, Excelsior, Visitacion

Valley and the Bayview, which serve 10,000+ people annually, distributing food and essential supplies, and providing assistance with benefits, employment, housing, and legal services, COVID testing & vaccines.

The Case Manager role provides comprehensive wrap-around support for all LTF clients. This includes but is not limited to housing, income, public benefit, health, immigration/legal, translation, and food assistance. The Case Manager handles crisis situations if necessary, and directs clients to appropriate services. Additionally, Case Managers are responsible for writing Case Manager Letters of support. Therefore, strong written as well as verbal communication in both English and Spanish is required.

### **Qualifications:**

- Must be Bilingual English in Spanish, fluently
- Background in Case Management, Housing, Education, Mental Health Services, Workforce, Legal Assistance, Immigration Services, and/or Youth Development or related field
- Ability to work effectively with diverse populations, particularly with immigrants and non-English speakers
- Ability to maintain confidentiality and demonstrate a high degree of integrity
- Must pass a criminal background check and TB test clearance
- Must have excellent written and oral communication skills
- Must be able to respond to crisis or emergency situations effectively
- Ability to balance competing priorities
- Comfortable with a flexible work schedule and rotating locations
- Ability to work prolonged periods sitting at a table and working on a computer
- BA strongly preferred
- Must have a valid CA Driver's License and Vehicle
- A commitment to and strong belief in BACR's Mission, Organizational Values and Best Practices
- Ability to maintain goals and priorities in dealing with varying challenges
- Able to be flexible in working with people and organizations with different viewpoints

### **Primary Duties:**

- Serve 10-20 clients daily at our recovery hubs conducting various assessments of clients; assess their basic needs, identify barriers, guide them to appropriate applications/programs
- Conduct triage case management that includes identifying priority areas of focused and immediate next steps to address critical needs
- Responsible for maintaining case notes on each client; accurately and regularly

input data into spreadsheets and funder databases to maintain participant information in accordance with BACR's standards and any program-specific funder(s)' requirements

- Make referrals to other services and programs as appropriate; attend and/or bring clients to such activities when necessary.
- Engage with diverse clientele using appropriate translation tools when necessary
- When needed, attend school meetings, court hearings and other appointments influencing the clients; act as advocate when appropriate
- Responsible for writing character and recommendation letters on behalf of clients
- Work closely with LTF partners at large like academic and career coaches, housing team, public benefits, and others to provide wrap-around support for clients
- Ensure data/documentation collection and reporting is complete for each client on your caseload

Bay Area Community Resources (BACR) promotes the healthy development of individuals, families and communities through direct services, volunteerism and partnerships in the San Francisco Bay Area.

BACR is an equal opportunity employer and encourages diversity. Visit our website at [www.bacr.org](http://www.bacr.org).

How to Apply: Send Resume & Cover Letter to Jenny Robles ( [jrobles@bacr.org](mailto:jrobles@bacr.org) ) with Subject Heading "LTF Case Manager position"