

## Case Manager, Healthy Families

**ORGANIZATION:** YWCA of Queens  
**POSITION:** Part-Time, non-exempt  
Monday through Friday – 1:00PM to 6:00PM  
**LOCATION:** Jamaica, Queens, New York

Founded in 1978, the YWCA of Queens is a leading nonprofit recognized for providing innovative and measurable improvements for individuals and families in Queens. Under the broader mission of eliminating racism and empowering women, our focus is to empower the community through educational opportunities, skills and resource attainment in our main program areas: Pre-GED and GED, Adult Literacy, Women to Work, Afterschool, Social Services and arts and culture programs. With 2 sites in Flushing and Jamaica, the majority of our students and members are immigrants who need culturally accommodating and language appropriate services.

### EXPECTATIONS:

Reporting to the Senior Manager of Social Services, the Case Manager will be stationed at a school in Jamaica Queens, but will work across other anchor institutions in the community. The Case Manager will assist families in accessing vital services in the community, including SNAP (food stamps), IDNYC cards, resume writing/job search, apply for housing, Medicaid, etc. The Case Manager will work collaboratively with the Afterschool Program Director and other school personnel to assess the needs of the school community and develop systems to effectively provide case management services. The Case Manager will also assist in planning and facilitation of community workshops. As a vital member of the school community the Case Manager will ensure that he/she develops strong partnerships with the school to ensure the YWCAQ deploys its wrap around services to school and community constituents.

### Role Responsibilities:

- Consult with clients one-on-one to understand their needs and provide effective solutions across program services.
- Develop individual and/or family Individual Support Plan (ISP)
- Assist families in applying for resources and services
- Oversee the progress of each client through regular communication and formal documentation of case notes.
- Assist in planning and conducting workshops in the areas of health, financial literacy, parenting, job readiness, civic engagement, immigrant rights and advocacy.
- Develop and maintain a portfolio of partnerships with community resource agencies and not-for-profits.

- Implement community outreach events, tabling, flyering among others.
- Attend and seek ongoing professional development trainings as mandated by the grant and supervisor.
- Assist in preparation for City or other audits related to the program operation and delivery of services
- Input and manage client-level data via DYCD portal to effectively track program outcomes as delineated on grant agreement.
- Implement continuous improvement mechanisms to ensure program innovation and high quality services.
- Meet weekly with the Senior Manager of Social Services to discuss program outcomes, challenges, upcoming events and/or initiatives to ensure compliance of grant agreement and advance program expansion.
- Attend monthly YWCAQ staff meetings.
- Collaborate with YWCA senior staff, school leadership, and DYCD Managers to timely submit all required contract documents and reports.

**Qualifications:**

- Bachelor's Degree required
- At least 1 year of relevant case management experience a plus
- Preference will be given to candidates with a background using a strengths-based case management approach and who have an understanding of healthy family and youth development principles.
- Ability and willingness to work collaboratively with program and school staff
- Cultural competency and sensitivity
- Superior time management, interpersonal, and organizational skills
- Proficient in Microsoft Word and Excel, in addition to Google Docs, and working knowledge of other software.
- Strong strategic, analytical, communication, and interpersonal skills
- Willingness roll up sleeves and get to the bottom of things; to approach challenges with a good attitude and with a sense of humor
- Keen attention to Detail
- Facility in any one of two languages: Bengali, Spanish a big plus
- Experience and desire to work with Immigrant populations preferred
- Personal qualities of integrity, credibility, and a commitment to and passion for the YWCA of Queens' mission.

Women, people of color, and other underrepresented minorities are strongly encouraged to apply. The YWCA of Queens is an equal employment opportunity employer and does not discriminate based on age, citizenship, physical or mental disability, ethnicity, sexual orientation, marital status, race, religion, veteran status or other unlawful factors with respect to employment. The YWCA of Queens is committed to the maintenance of a drug-free workplace and ensuring compliance with the Drug-Free Workplace Act of 1988.

If interested in this position, please submit a cover letter and resume to [llachenauer@ywcaqueens.org](mailto:llachenauer@ywcaqueens.org)