

## **Job Description**

### **Bilingual Case Manager/Outreach Specialist**

Organization: YWCA of Queens

Position: Part Time- Temporary

Location: Flushing, New York – In Person

**Please send resume and cover letter to Leslie at [llachenauer@ywcaqueens.org](mailto:llachenauer@ywcaqueens.org)**

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, After-school, 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 Director of Community Support, the Case Manager/Outreach Specialist will be stationed in Flushing Queens, but will work across other anchor institutions in the community. The Case Manager/Outreach Specialist will assist families in accessing vital services in the community, including SNAP (food stamps), food pantry, housing applications, etc. The Case Manager/Outreach Specialist will work collaboratively with other agency staff to identify the needs of the community and to develop strategies to effectively provide case management services. As a vital role of the YWCA, the Case Manager/Outreach Specialist will ensure that he/she develops strong partnerships with local schools and other community-based organizations, to ensure the YWCAQ effectively deploys its wrap around services to Flushing and surrounding communities.

#### **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
- Develop and maintain a portfolio of partnerships with community resource agencies and not-for-profits.

- Work with partner organizations and media outlets to promote program and organization activities and events
- Plan/attend community outreach events, tabling, flyering, etc.
- Attend and seek ongoing professional development trainings.
- Attend Partner and/or Funder Meetings representing YWCAQ in a highly professional way.
- Support YWCA of Queens and its other programs as requested.
- Implement continuous improvement mechanisms to ensure program innovation and high-quality services.
- Meet weekly with the Director of Community Support 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.
- Occasional weekend/evening work will be required.

**Qualifications:**

- Associate's Degree required
- At least 1 year of relevant case management and/or outreach experience required
- Ability and willingness to work collaboratively with other program staff, and other agencies
- Cultural competency and sensitivity
- Superior time management, interpersonal, and organizational skills
- Proficient in Microsoft Office programs, (Word/Excel/Outlook/etc.) and Google Docs/Sheets
- 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
- Fluency in Korean, Mandarin Chinese or 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.