UpValley Family Centers  
Job Description: Senior Services Case Manager

**Employment Type:** 1.0 FTE non-exempt  
**Salary Range:** $21.60/hr - $32.39/hr  
Actual pay within range will be contingent on several factors, including but not limited to the candidate’s qualifications, education, experience, internal equity, and alignment with market data.  
**Benefits:** Medical, dental, vision, 401k plan, paid sick leave, vacation, holidays  
**Location:** Calistoga office

**About UpValley Family Centers (UVFC):** Our mission is to provide guidance, support, and resources in the community, in the home and for the individual, so that everyone can achieve a better life. Located at offices in Calistoga and St. Helena, we serve children, youth, adults and seniors. Taking a prevention-focused, community-responsive approach, our broad scope of services includes guided referrals, access to health and wellness resources, education and mentorship opportunities for all ages, case management, disaster relief and emergency preparedness services, and more. The Senior Services Program serves over 300 older adults each year.

**About this position:** The Senior Services Case Manager plays a pivotal role in establishing trusting working relationships with older adults and connecting them to health and wellness resources. This position is ideal for someone who is empathetic, patient, a skilled communicator, and has strong organizational skills. The Case Manager must maintain up-to-date knowledge about resources available through partner organizations, and understand how to remove barriers and navigate systems serving older adults. This position reports to the Family & Senior Services Program Director.

**Responsibilities**

- Conduct intakes and assess clients’ needs; screen clients for eligibility in appropriate programs; provide referrals to available services offered by UpValley Family Centers (UVFC) or by partners. This includes helping clients with information and application assistance for public benefits, including Medi-Cal, CalFresh, rent relief and utility assistance programs, and referring clients to other internal UVFC programs as needed (education, community engagement, economic success).
- Facilitate clients’ access to community resources and support networks, by addressing barriers to access (i.e. technology, language, transportation).
- Provide case management/case work for older adult clients dealing with multiple challenges (i.e. health, mental health, financial hardship, loss). May include home visits or off-site support.
- Process applications for the Holiday Assistance Program, Emergency Assistance and other financial or in-kind support programs, to ensure proper client enrollment.
• Organize monthly support groups and educational workshops for seniors based on local interest. Collaborate with partner organizations to provide expert speakers/trainers on topics of interest. Conduct outreach for these offerings. Accurately maintain/record attendance.
• Participate in monthly collaborative meetings of organizations serving older adults to address gaps, needs and services needed for seniors upvalley. Work with local partners to ensure seniors have available resources in the community.
• Make referrals to health and social service organizations and follow up with clients to ensure they receive needed services.
• Provide technical support to clients seeking resources who may be challenged by the use of technology.
• Maintain detailed records of all communications/contacts and collect required documentation of seniors requesting assistance by ensuring confidentiality. Administer client surveys as needed for various programs. Regularly maintain and update the client records in the client database.
• Develop and participate in outreach strategies about UVFC services for seniors.
• Collaborate on special projects as needed.
• Assist with data and narrative reports about the services provided.
• Attend staff meetings, trainings, and other functions as requested.
• Perform other duties as assigned.

EDUCATION and/or EXPERIENCE:
An appropriate combination of education and experience to perform the essential duties is required. The ideal candidate will have:
• BA/BS Degree in social work, sociology, gerontology, human services or related field is preferred
• excellent written, verbal and listening skills in English and Spanish are required
• excellent customer service skills and service-oriented; experience with and sensitivity to older adults and families in crisis
• uses high levels of discretion and sensitivity in handling client information; strong understanding of client confidentiality and professional boundaries
• possesses a strong understanding of the challenges of the aging process and fosters independence, autonomy, and dignity in working with clients
• knowledge of Napa County and safety net resources available to seniors; interest in learning about new resources and sharing information with others
• ability to work well with staff at all levels of the organization
• ability to work with diverse ages and backgrounds
• knowledge of word processing, spreadsheet, database management, internet

To apply: Email cover letter and resume to lmaldonado@upvalleyfamilycenters.org
Position open until filled. No phone calls please.

UpValley Family Centers is an equal opportunity employer.