

UpValley Family Centers



Position Title: Senior Services Case Manager

Employment Type: Full-time, 40 hours/week, non-exempt

About UpValley Family Centers: UpValley Family Centers (UVFC) provides prevention services to strengthen children, adults, and families. Our mission is to provide guidance, support, and resources in the community, the home, and the individual so everyone can achieve a better life. Our offices are located in Calistoga and St. Helena; we serve people of all ages and backgrounds. Taking a prevention-focused, community-responsive approach, our broad scope of services includes guided information and referrals, access to health services and other resources, education and mentorship opportunities for all ages, case management and counseling services, disaster relief and emergency preparedness services, and more. Learn more at www.upvalleyfamilycenters.org

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. The position focuses on serving vulnerable, low-income and Spanish-speaking older adults who live in Napa County, with the focus of ensuring housing stability. This position is ideal for someone who is empathetic, patient, a skilled communicator and has strong organizational skills. The Senior Services Case Manager must maintain up-to-date knowledge about resources available through partner organizations, and understanding how to remove barriers and navigate systems serving older adults. This position reports to the Family & Senior Services Program Director.

Essential Duties and Responsibilities:

- Conduct outreach in the community and surrounding areas, to ensure that individuals and partners are aware of services offered by UVFC.
- Conduct intake and assess clients' needs; screen clients' eligibility for appropriate programs including the Stable Housing and Community Resilience (SHARE) program. This includes helping clients with information and application assistance for public benefits, including Medi-Cal, Cal Fresh, Seasons of Sharing and utility assistance programs.
- Facilitate clients' access to community resources and support networks, by addressing barriers to access (i.e. technology, language, and transportation).
- Provide comprehensive case management for seniors at risk of homelessness; create long-term care plans with strategies that support stability. Carry a caseload of up to 30 cases.
- Create individualized service plans with each participant in case management services create goals and assist clients with support to meet their goals.
- Complete relevant referrals including to Napa County services, follow through and address barriers that prevent the client from receiving the services.
- Develop budgets with clients by assessing clients' expenses and identify strategies to address the financial barriers. Identify safety net programs that could help clients achieving greater financial stability to be housed.
- Facilitate communication with landlords to ensure program requirements.
- Provide basic tenant rights information to clients and make appropriate referrals to address any violations related to tenant rights.
- Collect appropriate documentation necessary for a complete housing stability application.
- Participate in trainings provided by Napa County Housing and Homeless Services to utilize Neighborly data system for application assistance.

- Track services in client database; provide clear and detailed case notes relevant to client's progress towards goals.
- Assist with completion of program reports.
- Participate in regular program and staff meetings.
- Other duties assigned.

Desired Qualifications:

- BA/BS Degree in social work, sociology, gerontology, human services or related field is preferred.
- Excellent written and verbal communication skills in English and Spanish.
- Excellent customer service skills and service-oriented; experience with and sensitivity to older adults in crisis.
- Ability to work well with staff at all levels of the organization
- Knowledge of word processing, spreadsheet, database management and internet navigation
- Knowledge of community resources available to seniors in Napa County; interest in learning about new resources and sharing information with others.
- Desire to be part of an organization supporting senior wellness and working towards solutions that address societal inequities.
- Understanding of/experience working in a nonprofit organization.
- Valid Driver's License, insurance, or transportation
- Conduct a fingerprint background check and TB test and receive clearance

Hours of Work: Our business hours are 8:30 am - 5:00 pm. General work hours will be during regular business hours, though the schedule may vary, including some evenings and weekends.

To Apply: Email cover letter and resume to Lupe Maldonado, Family & Senior Wellness Program Director at lmaldonado@upvalleyfamilycenters.org. Position open until filled. No phone calls, please.

This job description is intended to indicate the kinds of work duties required in this position. It is not intended to limit or in any way modify the rights of any supervisor to assign, direct, and contract work of staff under his/her supervision. The use of a particular illustration describing duties shall not be held to exclude other duties, not mentioned, that are of a similar level or difficulty.

Starting Range: \$21.60-\$32.39 per hour. Actual payment 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, following our compensation philosophy. Anticipated starting salary not expected to exceed the range median.

Benefits: Our competitive benefits package includes full health, vision, and dental insurance, 401K match, 10 days of vacation increasing with tenure and 12 days of sick time, 15 paid Holidays, plus a floating Holiday and paid holiday time between Christmas day and New Year's Eve, 3% one-time increase over starting salary for Spanish/English bilingual skills. Annual training budget and supportive, team-oriented work environment. UVFC is a Blue Zones Project Approved™ organization that provides a variety of opportunities designed to foster employee wellness. We are committed to creating an equitable, sustainable, joyful culture where each team member can thrive.

UpValley Family Centers is an equal-opportunity employer committed to maintaining a diverse staff and providing culturally responsive services.