

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 is a dynamic nonprofit organization that 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 children, youth, adults, and seniors. 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 ensures that isolated older adults have access to resources and social services. This position is ideal for someone who enjoys working directly with older adults, uses creativity in planning workshops and doing outreach, and is service-oriented and strength-based. If you want to be an essential part of building a sustainable network of care and support for upvalley older adults, this position is for you. This position is supervised by the Family & Senior Services Program Director.

Essential Duties and Responsibilities:

- Assist clients to access community resources based on their needs. This includes providing up to date information and application assistance for public benefits utilizing Benefits Cal portal to assist with Medi-Cal, CalFresh applications.
- Assist clients to apply for rent and utility relief, including Napa's Stable Housing and Community Resilience (SHARE) Program, as well as refer clients to other external or internal programs.
- Make guided referrals to senior-serving organizations and follow up with clients to ensure they receive services, including mental health and legal services. Work with partner organizations to ensure seniors have local access to resources, supporting a network of care.
- Be informed about Napa County's process for caregiver certification. Provide support and guidance for application, background checks, and help to coordinate training for interested candidates who would like to become caregivers. Assist with potential caregiver matches for clients.
- Provide case management/case work for older adult clients with multiple challenges. Activities include conducting client intakes and assessments and supporting clients to take steps to address immediate needs. In limited special circumstances, conduct home visits and/or transport clients.
- Organize monthly Lunch and Learn group 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.
- Provide technical support to clients seeking resources who may be challenged by use of technology.
- Collect required client documentation and ensure private and confidential information is secure.
- Develop and participate in outreach and education strategies to ensure seniors are aware of services and have access to accurate information.
- Maintain detailed records of all communications/contacts with seniors requesting assistance. Regularly maintain the client database with updated information and service history.
- Participate in monthly collaborative partner meetings that focus on serving older adults.
- Assist with data and narrative reports about the services provided.

- Attend staff meetings, training, and other functions as requested.
- Other duties as assigned.

Desired Qualifications

- BA/BS Degree in social work, human services, gerontology or related field is preferred or equivalent years of experience.
- Excellent written, verbal and listening skills in English; Spanish communication skills are required.
- Excellent customer service skills; experience with and sensitivity to older adults in crisis.
- Strong understanding of client confidentiality and professional boundaries.
- Ability to work with ages and backgrounds and with staff at all levels of the organization.
- Ability to effectively work with challenging cases.
- Knowledge of safety net resources available to older adults; interest in learning about new resources and sharing information with others.
- Knowledge of word processing, spreadsheets, database management, and internet navigation.
- Knowledge of Napa County community and social service/older adult resources.
- Desire to be part of an organization supporting individual and family 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 might vary, including some evenings and weekends.

To Apply: Email cover letter and resume to Lupe Maldonado, 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: \$23.57/hour - \$35.35/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 contribution, 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, supportive and team-oriented work environment. UpValley Family Centers 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.