

# UpValley Family Centers



**Position Title:** Student & Family Case Manager

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

**Location:** Calistoga (School Sites and Office)

**About UpValley Family Centers:** UpValley Family Centers (UVFC) 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](http://www.upvalleyfamilycenters.org)

**About this position:** The Student & Family Case Manager is supervised by the Program Director and provides case management and family wellness services to families and students. This role will connect students and their families to services, addressing any nonacademic barriers for the student to be successful in school. The person in this role works collaboratively with UVFC staff and local service providers/partner organizations including Calistoga Joint Unified School District to support students in times of crisis and help their families to reduce and manage stress. Additionally, they connect people to resources and as needed provides case management services. This position is ideal for someone who enjoys coordinating mental health services, working with social service providers, and connecting families to resources that support their overall wellbeing.

## **Essential Duties and Responsibilities:**

- Provide case management and case work services to students and families at the Calistoga Joint Unified School District sites. Conduct assessment of clients' needs, develop goals and track progress towards goals. Provide ongoing case management and follow-up.
- Assist clients to access community resources and social support networks.
- Maintain detailed records in UVFC's client database (Apricot) of all communications/contacts with families requesting assistance.
- Facilitate connections with other community-based programs, ensuring proper client enrollment in financial, safety net, health, or other programs. Build relationships and make connections with partners across Napa County to promote and refer clients to services that promote wellness.
- Support people during times of crisis, de-escalating situations and making appropriate referrals to ensure safety for the student and their family. Complete safety plans and ensure follow-up.
- Assess client needs and provide emergency financial assistance services offered by UVFC or make referrals to outside organizations.
- Strengthen families/individuals by providing them with financial coaching, including assessments, follow up, support, and identification of milestones in financial growth.
- Assist clients with information and applications for public benefits, including Medi-Cal, CalFresh; refer clients to other internal UVFC programs/services as needed (education, community engagement, economic success).

- Provide positive parenting services to families utilizing the Triple P curriculum. Meet with parents one on one or conduct group workshops in the community in English and Spanish. Attend monthly Peer Assistance Support Group (PASS) meetings.
- In collaboration with UVFC's Education Program Manager and district personnel, coordinate Multi-Tiered System of Support (MTSS) meetings at Calistoga Jr/Sr High School to support students' mental health. Work closely with school administrators and mental health providers. Ensure parent consent forms are completed when necessary for the minor being referred.
- Assist with signups/distribution of the Adopt A Family Program and Holiday Assistance Program.
- Develop and participate in outreach strategies to bring the services of UVFC to more families.
- Collaborate on special projects as needed.
- Assist with narrative reports for funding sources about the services provided.
- Attend staff meetings, trainings, and other functions as requested.
- Participate as an active learner in program and organization-wide discussions to advance UVFC's Theory of Change and collective understanding of our long-term impact with families.
- Perform other duties as assigned.

**Desired Qualifications:**

- BA/BS Degree in social work, sociology, human services or related field is preferred.
- 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 and insurance, or other means of reliable transportation.
- Conduct a fingerprint background check and TB test and receive clearance.
- Written and verbal communication skills in English and Spanish is required.
- Excellent customer service skills and service-oriented; experience with and sensitivity to individuals and families in crisis.
- Understanding of client confidentiality and professional boundaries.
- Ability to work with diverse ages and backgrounds.
- Knowledge of Napa County and safety net resources available to individuals and families; interest in learning about new resources and sharing information with others.
- Ability to work well with staff at all levels of the organization.
- Knowledge of word processing, spreadsheet, database management and internet navigation.
- Ability to work some evening shifts throughout the year.

**Hours of Work:**

Our business hours are 8:30 am - 5:00 pm.

General working hours will be during our regular business hours, though the schedule may vary, including some evenings and weekends according to work duties.

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.

**Wage Range:** \$23.99 - \$35.99 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 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.

**To Apply:** Email cover letter and resume to Lupe Maldonado Program Director at [lmaldonado@upvalleyfamilycenters.org](mailto:lmaldonado@upvalleyfamilycenters.org). Position open until filled. No phone calls, please.

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