



Position Title: Family & Senior Services Case Manager

Status: Full-time, 40 hours/week, non-exempt
Supervisor: Program Director, Family & Senior Wellness
Pay Range: \$23.57 - \$35.35/hour
Work Location: In-Office; & Occasionally Field-Based (In-home Visits & Community Events)
Benefit Eligibility: Full-Time Benefits

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 Family & Senior Services Case Manager ("Case Manager") ensures that families and seniors are connected to services that support their wellbeing. The Case Manager maintains knowledge of social service programs and resources available to families and to older adults, including eligibility guidelines. The Case Manager assesses the client's needs and the family system and ensures that all household members who need support are connected to resources. On occasion, the Case Manager also assists with planning workshops and community outreach. This position is supervised by the Family & Senior Services Program Director.

Essential Duties and Responsibilities:

Program Support

- Conduct intakes, assessments and screenings with families and older adult clients. Understand the client's priorities, strengths, and family systems, and identify any barriers to accessing services.
- Deliver case management services to families and older adult clients facing multiple challenges, including assisting them in taking steps to resolve their immediate needs.
- Assist clients to apply for rent and utility relief, as well as refer clients to other external or internal programs.
- Support people during times of crisis, de-escalate situations and make appropriate connections to ensure safety for clients. Complete safety plans and ensure follow-up.
- Provide technical support to clients seeking resources who may be challenged by the use of technology.
- Collect required client documentation and ensure private and confidential information is secure.
- Maintain detailed records of all communications/contacts with clients requesting assistance. Regularly maintain the client database with updated information and service history.
- Assist with data and narrative reports about the services provided.
- In limited special circumstances, conduct home visits and/or transport clients.

Resources & Referrals

- Assist clients to access community resources based on their needs and strengths. This includes providing up to date information and application assistance for public benefits utilizing Benefits Cal portal to assist with Medi-Cal, CalFresh applications.
- Provide guided referrals to community organizations and follow up with clients to ensure service connection, including mental health and legal support. Collaborate with partner agencies to maintain local access to resources and strengthen a coordinated network of care.

Program Coordination & Community Engagement

- 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.



- 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.
- Develop and participate in outreach and education strategies to ensure families and seniors are aware of services and have access to accurate information.
- Participate in monthly collaborative partner meetings as needed.

Agency Support

- Attend staff meetings, training, and other functions as requested.
- Support agency-based activities/events as needed.
- Other duties as assigned.

Desired Qualifications

- BA/BS Degree in social work, human services, or related field is preferred or four (4) years of equivalent experience.
- Excellent written, verbal and listening skills in English; Spanish written and oral communication skills are required.
- Excellent customer service skills; experience with and sensitivity to older adults and families in crisis.
- Strong understanding of client confidentiality and professional boundaries.
- Ability to work with all 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, and transportation is required.
- 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.

Notice: 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 is not expected to exceed the range median.

UpValley Family Centers is an equal-opportunity employer committed to maintaining a diverse staff and providing culturally responsive services. We prohibit discrimination or harassment based on any protected class and encourage applicants from all backgrounds to apply.

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

Benefits: Full Health, Vision and Dental Insurance, 401K match contribution, 15 paid holidays, including a floating holiday, and paid holiday time between Christmas day and New Year's Eve. A 3% one-time increase over starting



salary for Spanish/English bilingual skills. Annual training budget, supportive and 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.