

**Position Title: Senior Services Case Manager**

Status: Full-Time, 40 hours/week, Non-Exempt

Supervisor: Program Director, Family & Senior Services Program

Pay Range: \$24.01 - \$36.02/hour

Work Location: Calistoga, In-Office; & Occasionally Field-Based

Benefit Eligibility: Full-Time Employee 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 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 strengths 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. The Senior Services Case Manager works closely with UVFC staff, service providers, mobile home park managers, and residents. This position is supervised by the Family & Senior Services Program Director.

Essential Duties and Responsibilities:

- Provide case management/case work for older adult clients with multiple challenges. Activities include conducting client intakes and assessments via Social Needs Screening tool and supporting clients to take steps to address needs. As needed, conduct home visits to clients. In a limited basis provide transportation to clients for medical needs or other wellbeing needs.
- Participate in delivery of services with Napa County pilot program Napa's Stable Housing and Community Resilience (SHARE). This includes case management services, completing yearly re-certifications, and attending bi-weekly meetings for case review and program updates. Ensure data entry and accuracy on the county client database system HMIS.
- 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.
- Maintain detailed records of all communications, contacts and services provided for seniors who are requesting assistance in our client database system Apricot. Records need to be updated within 10 business days of the client interactions.
- Provide application assistance to safety net services, including UVFC Emergency Financial Assistance Program, external financial resources and our Holiday Assistance program.
- Collect required client documentation and ensure private and confidential information is secure via our electronic file system.
- Make guided referrals to senior-serving organizations and follow up with clients to ensure they receive services, including mental health, legal services and others.
- Work with partner organizations to ensure seniors have local access to resources, supporting a network of care.
- Coordinate monthly Lunch and Learn groups for English speaker older adults. This includes working with our partner Rianda House, setting up a guest speaker or special activity, setting up the room and cleaning.



- Assist in community outreach events, providing information regarding UVFC overall services, senior related services and public benefits, including Medi-Cal.
- Establish and maintain positive working relationships with senior mobile home park managers to ensure the most isolated seniors/residents are aware of and have access to resources.
- Participate in monthly collaborative partner meetings that focus on serving older adults. Representing and advocating for the needs of upvalley older adult community.
- As needed basis, provide presentations to community partners, funders and community members on senior services.
- Provide front desk coverage on a needed basis, answering the phones, greeting clients and assisting them with their needs.
- Assist with data and narrative reports about the services provided.
- Attend staff meetings program team meetings, trainings, and other functions as requested.
- Support fundraising, marketing, and community engagement efforts by collaborating with the Development Team in the creation of promotional content and materials.
- Support organizational financial stewardship and compliance by collaborating with the Finance & Operations Team to maintain accurate and timely records.
- Other duties as assigned.

Qualifications:

- Bilingual in English and Spanish is a plus.
- 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 preferred.
- 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 all ages, 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
- 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 working hours will be during our regular business hours, though schedule might vary, including some evenings and weekends according to work duties.

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.

Pay Range: \$24.01 - \$36.02/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, and a 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. 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 Lusy Rosas, HR and Operations Manager, at lrosas@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.