



**Position Title: Student Assistance Program Case Manager**

Status: Temporary up to 3 months, 40 hours/week, non-exempt

Supervisor: Family & Parent Services Supervisor, Family & Senior Wellness

Pay Range: \$24.32 - \$36.48/hour

Work Location: Calistoga; In-Office; & Occasionally Field-Based (In-home Visits & Community Events)

Benefit Eligibility: Temporary 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](http://www.upvalleyfamilycenters.org)

**About this position:** The Student Assistance Program Case Manager is supervised by the Family & Parent Services Supervisor and provides case management and family wellness services to families and students. This role will connect families and students to services that support the students' nonacademic barriers to be successful in school. They work collaboratively with UpValley Family Centers staff and local partner organizations including Calistoga School District to support students during times of crisis and help their families to reduce and manage stress. Additionally, they connect people to resources and as needed provides students and families case management services at the Calistoga school sites.

**Essential Duties and Responsibilities:**

- Provide case management and case work services to students and families at the Calistoga School District sites.
- Conduct assessment of clients' needs, develop goals and track progress towards goals.
- Provide ongoing case management and follow-up for families in need.
- Assist clients to access community resources and social support networks.
- Maintain detailed records in our client database Apricot of all communications/contacts with families requesting assistance.
- Make connections with other community-based financial or in-kind support programs, ensuring proper client enrollment.
- 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 crises, de-escalating situations and make appropriate connections to ensure safety among the students and their families. Complete safety plans and ensure follow-up.
- Assess client needs and provide emergency financial assistance services offered by the UpValley Family Center (UVFC) or make referrals to partner 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).
- Develop and participate in outreach strategies to bring the services of UVFC to more families.
- Collaborate on special projects as needed.
- Attend staff meetings, training, 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.
- Perform other duties as assigned.

**Qualifications:**

- BA/BS Degree in social work, sociology, human services or related field is preferred.
- Bilingual/Biliterate in English and Spanish required.
- 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 preferred.
- Excellent customer service skills and service-oriented; experience with and sensitivity to individuals and families in crisis.
- Understanding client confidentiality and professional boundaries.
- Ability to work with diverse ages and backgrounds.
- Knowledge of 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 software and internet navigation.
- Knowledge of Napa County.
- 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 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:** \$24.32 – \$36.48 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 benefits package for temporary staff includes 5 days of sick time, plus a 3% one-time increase over starting salary for Spanish/English bilingual skills. 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.**

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**To Apply:** Email cover letter and resume to Cristina Avina, Family and Parent Services Supervisor, at [cavina@upvalleyfamilycenters.org](mailto:cavina@upvalleyfamilycenters.org). Position open until filled. No phone calls, please.