

Position Title: Bi-Lingual (Spanish Speaking) Choice Neighborhood Case		Date of Last Revision:
Reports to: Resident Services Manager		
Location: 650 W. Reservoir Avenue		Schedule: Monday-Friday 8:00 am – 4:45 pm; nights and weekends as needed
Job Code:	Pay Grade/Range:	FLSA Status: Non-Exempt

Basic Function of Position:

Under general supervision, works with residents through a comprehensive case management approach to assist them with goals related to the Choice Neighborhood grant including workforce development, health care, and education needs of the entire household to support family self-sufficiency and improve quality of life.

Duties and Responsibilities:

1. Conducts assessments of resident’s job interests, skills and qualifications and self-sufficiency needs; works with residents to develop individualized self-sufficiency plans; refers and links residents to community resources, services, job training and other supportive services as needed. Coaches and counsels clients as needed.
2. Assists residents with job readiness and job search activities and with job retention. Identifies employment opportunities for residents through regular contact with employers, other workforce development practitioners, and human resource professionals.
3. Assists residents in accessing social services and health care services as needed, including health insurance, primary care physician or medical home, or other needed health services.
4. Acts as a liaison with residents regarding any issues related to relocation. This would include assisting residents with any issues related to early childhood education, schools, transportation, etc.
5. Assists and provides information to parents of pre-school children regarding options to help their children become ready for school, including linking them to high quality early childhood education.
6. Works with parents and children to develop an individualized education plan for each child and assist parents and children in school selection. Promotes regular on-time school attendance and follow up with families of children that have attendance issues to identify barriers to good school attendance and to resolve the issues. Meets and works with parents to promote the importance of parental involvement and to increase the level of involvement in their child’s education.
7. Be informed about and familiar with afterschool and summer programs in the area and refer students to programs that will assist them in achieving their education plan, including afterschool programs, Community Learning Centers, tutoring programs, mentoring programs, and other community resources.
8. Provide crisis intervention acting as a liaison between parents, children, and schools when students are in danger of suspension, expulsion or dropping out of school, with the goal of ensuring a child remain in school and graduate.

9. Supports the Resident Services Manager in developing and building collaborative working relationships with community-based service providers in order to facilitate access to services that assist residents in improving economic self-sufficiency and quality of life.
10. Uses a case management database system to consistently and accurately record client demographics, case management activities, referral and participation status, and progress in achieving goals and outcomes for all members of the household.
11. Prepare reports on activities and outcomes achieved
12. Other duties as assigned.

<p>Education: Bachelor's Degree (B.A. or B.S.) from a four-year college or university or equivalent is preferred</p>
<p>Work Experience: Requires a minimum of two years of related experience. Experience in using communication skills to convey and obtain accurate and complete information in a respectful, caring and culturally sensitive manner. Ability to assess client needs and develop individualized plans in collaboration with clients. Applicant must be fluent in Spanish both oral and written.</p>
<p>Type of Skill and/or Licensing/Certification/Registration: Basic computer skills; Valid Wisconsin Driver's License; Transportation for business use is required.</p>
<p>Leadership/Supervisory Responsibilities: No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training to staff.</p>
<p>Independent Judgment/Decision Making/Problem Solving: Performs tasks and duties under general supervision, using established procedures and some innovation. Uses judgment in adapting broad guidelines to achieve desired results. Regular exercise of independent judgment within accepted practices. Makes recommendations that affect policies, procedures, and practices. Refers exceptions to policy and procedures to the supervisor.</p>
<p>Nature/Type of Contacts: Regular contact with others, including residents, general public, service providers/partners, visitors, and authority personnel. Purpose of contacts is to explain, clarify, or interpret information. May handle confidential information and some complex matters.</p>
<p>Working/Environmental Condition/Physical Demands: Working conditions involve some exposure to moderate risk of accident and require following basic safety precautions. Physical demands include moderate physical activity that includes prolonged standing and/or walking, handling moderate weight objects, and/or using or carrying equipment. Work may require routine travel.</p> <p><i>Mental Requirements</i> Requires the ability to process verbal information; understand written sentences and paragraphs in work related documents; and communicate with others to convey information effectively.</p> <p>Requires the ability to think logically in following procedures and instructions; understand the implications of new information for both current and future problem-solving and decision making; and use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.</p>

I believe that the statements made above in describing this job are complete and accurate.

Signature of Department Head or Designated Representative

Signature of Incumbent