



Position Title: Bilingual Case Manager, Partners for Youth (PFY)

Position Type: Full-time, non-exempt

Job Summary: The Bilingual Case Manager is responsible for creating and supporting meaningful mentoring relationships between youth and adult volunteers, with an emphasis on serving LatinX youth and families. The goal of this role is to support mentors, mentees and families through the duration of their mentoring experience from referral to exit of program through ongoing connection, case management, relationship building, community collaboration and activity planning and implementation. LatinX youth make up 47% of Community Based mentees, therefore having a Bilingual and Bicultural Case Manager is essential to the services we provide to our youth and families.

Reports to: The Partners for Youth Mentoring Program Director

Supervision Exercised: None

Compensation: \$51,360 -\$64,200 annual salary, DOE

Benefits: Health insurance, Health Savings Account with employer match, Unlimited Paid Time Off, Simple IRA with employer match

Key Responsibilities:

- 1. Match youth with mentors and provide on-going support for the mentor/mentee relationship. (40%)**
 - Maintain and implement an inclusive environment for our mentors, LatinX youth, and families in the Partners mentoring Community Based Mentoring program.
 - Build & maintain healthy relationships with a caseload of matches, unmatched mentees & pending mentors, parents/guardian, & referral agencies.
 - Decide, with input from other staff, on appropriate matches of mentees and mentors & perform match meetings
 - Keep consistent and adequate case notes and records on all referred mentees, mentors and matches.
 - Implement a communication plan for mentees, mentors and parents/guardians.
 - Conduct interviewing and perform intake procedures on referred mentees.
 - Assist in the planning, preparing, and implementing of program activities
 - Work within the context of Partners' policies, procedures, program standards, and guidance.
 - Promote the safety, welfare, and positive youth development of Partners youth participants
- 2. Recruit, train, and coach mentors in program delivery. (10%)**
 - Conduct interviewing, screening, training of adult mentor applicants
 - Implement an annual mentor recruitment plan including but not limited to marketing, outreach, social media, in person events, etc.

3. **Provide on-going support to wait-listed youth and their families. (15%)**
 - Assist in the creation & support of opportunities specific to waiting youth
 - Provide ongoing support, communication and case management for waitlist youth and families
 - Plan and implement waitlist youth activities

4. **Be the local point of contact and liaison with community partners. (10%)**
 - Regularly communicate with referral agencies to share updates on the progress and status of youth in the mentoring program.
 - Develop a working knowledge of community resources & agencies, their function, and responsibility to most effectively aid & provide support to mentees & their families

5. **Provide feedback and data on program outcomes to assist in program evaluation and continuous improvement. (5%)**
 - Support implementation of youth program evaluations.
 - Support the organization through ongoing program review, assessment, and data collection.
 - Actively participate in supporting program and organizational goals and strategic plans

Required Qualifications:

- Bilingual proficiency in Spanish and English, oral and written communications
- Passion and/or experience for serving youth and families
- Must be willing to work occasional evenings and weekends
- Ability to maintain confidentiality
- Ability to foster positive, supportive relationships with collaborative partners
- Pass background screenings
- Must have privately owned vehicle, current driver's license and up to date insurance, as well as a willingness to drive a 12-passenger van as needed in varying road conditions
- Working knowledge of computer operations including Microsoft Office programs (Word, Excel) and Google forms/calendars
- Experience working with bicultural families is preferred

This description does not state or imply that the duties listed are the only duties to be performed by the Bilingual Case Manager. Employees are required to follow job-related instructions and perform other job-related functions as may be assigned by their supervisor.

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

We are committed to creating a diverse and inclusive workplace and strongly encourage individuals from underrepresented groups to apply for this position and bring their unique perspectives and talents to our team.

Visit our website: www.partnersyouth.org to learn more about our programs and organization.