



JOB ANNOUNCEMENT

FSC CASE MANAGER

Bresee's mission is to battle poverty by empowering youth and families in Los Angeles with the skills, resources, and relationships to thrive. We serve a densely populated, mostly immigrant Los Angeles neighborhood where youth and their families face multiple systemic and individual barriers to achieving success. Bresee strives to create an exciting, challenging, and rewarding work environment that allows our employees to flourish. We value integrity, community, resilience, life-long learning, and compassion.

SUMMARY: Reporting to the Director of Family Services, the FSC Case Manager provides coaching and support services for low-income youth and families as part of the Hollywood FamilySource Center Network. The end goal of the Case Manager is to foster greater economic self-sufficiency in families and academic achievement in youth through a coaching model. The Case Manager will engage individuals to uncover their unique challenges, needs, strengths, and resources to enable the client to set their own goals.

ESSENTIAL JOB ACTIVITIES AND RESPONSIBILITIES:

- Enroll youth and families in the FSC program and pre-screen for social services
- Conduct initial interviews to determine eligibility for universal or case management services.
- Assist with universal and intensive intakes enrollment
- Input all data on BitFocus system
- Develop genuine professional relationships with families and children
- Provide referral services and emergency support services (food, shelter, transportation, LHEAP) as needed.
- Provide case management to eligible youth and families, including creating an Individual Service Strategy (ISS) and establishing regular case management meetings.
- Identify clients' specific needs related to financial coaching and housing stability.
- Connect families to Housing Stability Advisor and work in collaboration to assist families in maintaining/securing safe and affordable housing.
- Connect families to Financial Coach and work in collaboration to support families in achieving financial goals and increase household income.
- Ensure case-managed youth and families are linked to appropriate programs at Bresee, including academics, college prep, ESL classes, and financial literacy, to achieve youth and adult outcomes and provide wraparound services.
- Participate in bi-weekly meetings with the Senior Case Manager to debrief progress on caseload and troubleshoot challenges that arise.
- Promote students' academic progress by serving as a liaison between youth, families, and other agencies working with them (such as schools, social workers, the staff of other Bresee programs such as GRYD and BAM, etc.).
- Maintain regular communication with key stakeholders and coordinate efforts to achieve the students' ISS goals, clients' housing and financial goals to ensure outcomes are met.
- Maintain accurate and up-to-date client records, documenting all interactions through case notes, assessments, and referrals made.
- Maintain accurate records in Bresee and program-specific client databases and provide documentation and/or prepare periodic program reports as required.
- Lead or facilitate parenting classes or parent support group meetings/activities.
- Participate in FSC team meetings and events, staff meetings, and other Bresee collaborative

partner or community meetings as requested.

- Assist with Bresee activities and events as requested.

EDUCATION/EXPERIENCE/QUALIFICATIONS:

- Must hold a Bachelor's degree from an accredited college or university.
- In absence of a bachelor's degree, one must be a high school graduate with a minimum of four years demonstrated experience providing case management services to vulnerable populations.
- Must be bilingual in Spanish and proficient in speaking, writing, and reading.
- Demonstrate computer competency with Microsoft Office tools including Word, Excel, PowerPoint, Google applications and email applications, and database systems.
- Have experience working with urban youth and families, demonstrate sensitivity to multicultural issues, and be comfortable working in a multicultural, urban environment.
- Minimum two-years working in a nonprofit social service agency.
- Must have excellent English verbal and written communication skills.
- Must have outstanding teamwork, interpersonal relationship, and active listening skills.
- Must possess excellent customer service skills, including the performance of duties in a tactful and professional manner.
- Must have good organizational and time management skills.
- Able to set priorities and organize daily workload to meet deadlines, program goals, and requirements.
- Be highly organized, with attention to detail and accuracy.
- Able to efficiently process multiple projects at a time without sacrificing the quality of work.
- Demonstrate flexibility when new assignments or changes are introduced.
- Able to work independently but also function effectively as part of a team.
- Able to follow directions and work well with others.
- Be self-motivated, reliable, and function as an active team player.
- Be a collaborative problem solver.
- Able to take initiative with minimal supervision.
- Able to exercise good judgment, discretion, and confidentiality when interacting with clients.
- Able to clearly articulate Bresee's message and program-specific information.
- Must support Bresee's procedures and policies.
- Must follow program-specific requirements and policies.
- Must submit to and successfully pass a criminal history background check.
- Must understand and support Foundation's *Vision, Mission, and Values Statement*.

FLSA STATUS: Non-Exempt, Regular Full-Time. Occasional weekend and evening hours will be necessary.

COMPENSATION: \$27.00/hr

BENEFITS: Bresee offers competitive Employee Benefits to our Regular Full-Time Employees. We provide health insurance, dental insurance, voluntary vision plan, Employer Sponsored life insurance, Employee Assistance Program and Travel Assistance Program. We also provide generous PTO days that include paid holidays, vacation, sick pay, paid birthday holiday, potential 401k match and much more.

TO APPLY: Submit a cover letter, resume, and writing sample (not to exceed 1 page) to jobs@bresee.org with the Subject Line: FSC Case Manager or go to bresee.org and apply online

DACA, women, BIPOC, LGBTQIA+ people are encouraged to apply.