



SOUTHEAST
community development corporation

CASE MANAGER

Reports to: Director of Family Support Programs

Program: Family Support

Salary range: \$50,000 - \$55,000 annually

Southeast CDC has a comprehensive benefits package for full-time staff which includes medical, vision, dental, 401k administration, and short-term disability as well as a generous PTO policy.

SUMMARY

Southeast Community Development Corporation (Southeast CDC) is hiring a full-time Case Manager to assist immigrant households in Baltimore City to navigate and access health and human resource programs to address their short- and long-term needs related to economic stability and overall family well-being. In partnership with Baltimore City government, Southeast CDC is a participant in the Baltimore New American Access Coalition (BNAAC), through which the Case Managers have certain deliverables to meet annually.

BNAAC is a partnership between the Baltimore City Mayor's Office of Immigrant Affairs (MIMA) and immigrant-serving community-based organizations in Baltimore City. Data reporting and benefits trainings will be provided by and/or coordinated by Lutheran Immigration and Refugee Service (LIRS). The Southeast CDC will serve immigrant families city-wide, but with a particular focus on supporting Spanish-speaking foreign-born households in Southeast Baltimore City. Case Managers must be fluent in English and Spanish.

The Case Manager will serve a caseload of up to 35-40 families at a time, working with each family for at least six months to ensure that lengthy applications are completed and that households successfully connect with needed benefits. The case manager will also provide families with emergency financial assistance to address immediate needs while their applications are being processed. On occasion, the Case Manager may be asked to provide supportive services to households whose situation and needs lie outside the scope of the BNAAC program; this will be determined on a case-by-case basis at the request of agency management.

JOB DUTIES

- Identify and screen families for eligibility for a variety of government and community programs that address economic and overall well-being, including but not limited to: Supplemental Nutrition Assistance Program (SNAP), energy assistance, water bill assistance, Emergency Broadband Benefits, rental assistance, Medicaid, WIC, Temporary Cash Assistance, and childcare subsidies.
- Participate in trainings and take other proactive measures to learn the eligibility and documentation requirements of these programs.
- Assess financial need and help families with applications to programs and resources.
- Ensure that all documents submitted on behalf of a client are valid.
- Provide emergency financial assistance in the form of gift cards up to \$500 to assist with immediate needs related to food, utilities, prescriptions, and any other basic need.
- Work with an active caseload of at least 35 households, serving a minimum of 105 distinct households over an 18-month period.
- Provide case management support to households for a period of six months, ensuring that program applications are completed and any necessary follow-up is conducted to ensure that families successfully connect with benefits.

For more information about Southeast CDC, visit www.southeastcdc.org.



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- Act as a liaison with various agencies (such as DSS, BCCAP, WIC, OHEP, and other government agencies) on behalf of client families.
- Maintain complete client files with documentation to demonstrate that clients meet both BNAAC's eligibility as well as that of the programs to which they are applying, and verification of benefits payments, as required by Southeast CDC and funder guidelines.
- Conduct closeout survey with clients documenting use of funds and access to other resources and public programs.
- Conduct outreach to neighborhood groups, school staff, government agencies, and other local non-profit organizations to develop relationships with referral sources and other community resources that benefit client families.
- Conduct community outreach at program schools and in the surrounding neighborhoods to increase awareness of the program and recruit new participants.
- Interact with client families, school personnel, health and human service providers, other Southeast CDC staff and volunteers and business representatives.
- Represent Southeast CDC and the BNAAC program at community and business events.
- Work with Southeast CDC, funders, and other key stakeholders to develop and maintain administrative documents and policies and procedures for the program.
- Assist with reporting on program performance measurements and other relevant data; provide client data to supervisor on monthly basis, and other programmatic data on quarterly basis, to comply with all grant reporting requirements.

DESIRED QUALIFICATIONS

- Ability to write and speak fluently in English and Spanish is required.
- High school degree required; college degree in social work, human services or related field preferred.
- At least 2 years of experience working with families or individuals living in poverty.
- Experience working in an urban setting and/or with immigrant communities desired.
- Computer literacy required.
- Ability to express ideas clearly to individuals and groups in oral discussions.
- Ability to deliver information appropriate to target audience.
- Ability to communicate and empathize with individuals of diverse backgrounds.
- Ability to write in a manner that is clear, concise, and grammatically correct.
- Ability to make independent decisions using good judgment.

EMPLOYMENT LOCATION AND SUPERVISION

Southeast CDC is operating on a hybrid model with some remote and some on-site work. When working on-site, this position is located at the Southeast CDC office in Highlandtown. Southeast CDC will supply a laptop for employee's use; employee will be expected to have access to high-speed internet at home if they are working remotely.

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COVID CONSIDERATIONS

- Southeast CDC has a COVID policy that regulates quarantine/testing in the case of exposure, symptoms, or a positive test.
- All Southeast CDC employees and new hires are required to be vaccinated against COVID-19 as a condition of employment. All vaccinated employees are required to show proof of vaccination to include the date(s) and type of vaccine. No explanations or other personal health information will be requested or reviewed. New hires must be vaccinated against COVID-19, and its variants, prior to the first day of work at Southeast CDC. If a candidate is unable or unwilling to become vaccinated, the offer of employment can be rescinded.

TO APPLY

Please send a cover letter and resume to kate@southeastcdc.org. Please put “Case Manager” as your email subject. We will review applications on a rolling basis with interviews beginning in mid-September with a start date as soon as possible in October or November. Applicants are encouraged to submit their applications as early as possible.