**Case Manager Position A black text on a white background

Description automatically generated**

Saranam is seeking to fill a full-time Case Manager/Social Worker position. Why should you work for us? You will have a small, stable caseload, working with parents who are pursuing a full-time education. Your role is one of supporting them to reach their goals, providing resources, and being an accountability partner. You will work with families for up to two years – this gives you the opportunity to get to know families intimately and witness their significant transformation. You will become part of a positive and supportive team who all work together to provide families with the skills, education and opportunities that lead them to independence and stability. We have low staff turnover and high standards. We offer a signing bonus and a generous monthly health stipend.

The full job description can be found on our website: [www.saranamabq.org](http://www.saranamabq.org). If this sounds like a good fit for you please send cover letter and resume to Joell Ackerman, Director of Operations, [jackerman@saranamab.org](mailto:jackerman@saranamab.org)

**Job Type**: Full-time

**Salary Range:** $22.00 - $25.00 per hour

**Schedule:** 8hr shift / Monday to Friday

**Work Location**: In person.

**Objective:**

Works under the general supervision of the Program Director. Provides case management services and develops individualized transition plans with each Saranam family. Engages in positive relationships with families and helps them develop and meet goals related to housing and financial stability, educational/vocational progress, life skills management, and family needs. Works collaboratively with staff, volunteers, and outside agencies to support the needs of the families and promote community connections. Must be able to work with diverse belief systems.

**Essential Functions:**

* Develop positive, supportive, collaborative, and non-judgmental relationship with each parent in Saranam (client). Implement a trauma-informed approach, with focus on each client’s strengths and assets.
* Understand the impacts and effects that generational poverty, homelessness, abuse, and trauma have on an individual’s and family’s development, choices, constraints, and needs. Have knowledge and self-awareness regarding issues and biases of race, ethnicity, class, culture, and sexual preference.
* Provide case management services, resources, and referrals to each client with empathy and understanding. Meet weekly with each client. Assist client in developing their individualized transition plan, including identifying goals and action steps, strengths, resources, and needs. Plan shall address needs as necessary, including housing, financial, educational/vocational, life skills, health/wellness, social supports, and parenting. Monitor and encourage progress.
* Provide accountability and implement discipline procedures as necessary to support client in meeting program expectations.
* Be present in the office daily to help manage individual/family/group issues and dynamics as necessary, which may include conflict or emotionally charged situations. May require conflict prevention and/or resolution, de-escalation, emergency referrals, and on-going support.
* Discuss issues of substance abuse/addiction, domestic violence, child abuse, and trauma effectively with clients.
* Facilitate weekly group meeting with two purposes: Host guest speakers from the greater Albuquerque community to educate clients about their resources. Provide opportunity for clients to discuss the needs and issues of their own community in a supportive, social atmosphere. Stay abreast of evolving community resources to meet client needs.
* Monitor client class attendance and participation. Distribute weekly cash, pay internet, childcare, tuition bills accordingly. Assist and coordinate in meeting each family’s needs.
* Interface with staff and outside agencies as appropriate and necessary to meet client needs.
* Facilitate recruitment of potential clients. Facilitate application, interview, intake, and orientation processes of new cohort of clients.
* Keep appropriate documentation of case management activities while maintaining legal and ethical requirements, including client confidentiality. Maintain organized and complete client files.
* Follow budget, update databases, and generate reports as required or requested. Update policies and procedures as necessary.
* Support Saranam programming through participation and attendance in other Saranam activities.
* Participate in staff, program, community, and Board meetings as needed.
* Understand the Saranam program, structure, and policies.
* Other duties as assigned.

**Core Competencies:**

**Integrity & Trust:** Is widely trusted; is seen as direct and honest; keeps confidence; admits mistakes; doesn’t misrepresent self for personal gain; responds to situations with compassion, constancy, and reliability.

**Interpersonal Skills:** Establishes positive working relationships with all others who are relevant to the completion of work; works well with people at all levels of the organization; builds appropriate rapport; considers the impact of own actions on others; uses diplomacy and tact; is approachable. Adaptable to changing circumstances and sensitive to the needs and reactions of others.

**Self-Differentiation:** Demonstrates strong and appropriate personal boundaries in relationships; has a healthy appreciation of self, without being egotistical; is emotionally mature; can maintain a non-anxious presence amid turmoil and stress; not overly dependent upon outside affirmation; works to build a strong personal support system; able to effectively handle personal and work-related stress.

**Verbal & Written Communication**: Speaks articulately and clearly in a variety of communication settings and styles; can get a spoken message across that has the desired effect; adjusts and fine-tunes communication in response to both verbal and non-verbal cues. Able to listen and respond calmly and without judgment and ensure correct understanding of what was conveyed. Able to write clearly and succinctly; clearly and effectively articulates message content and projects appropriate tone.

**Decision Making & Problem Solving:** Uses sound logic to approach difficult problems and apply effective solutions; can distinguish between symptoms, causes and implied solutions; makes decisions in a timely manner based upon a mixture of analysis, wisdom, experience, and judgment.

**Priority Setting:** Spends own time and the time of others on what is important; quickly zeros in on the critical few and puts the trivial aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; projects focus. Works well independently and in a team atmosphere.

**Developing Others:** Provides others with challenging and stretching tasks; is motivational, nurturing, and supportive; holds frequent developmental discussions; is aware of the developmental aspirations of others; encourages people to accept challenging assignments.

**Teaching:** Effective lesson plans and facilitates learning experiences in group and individual settings; selects teaching topics that are relevant, provocative and contribute to a deeper understanding of self, family, community; uses a variety of teaching topics to maintain interest and build connection.

**Ethical Conduct:** Understands and adheres to Saranam’s Employee Handbook, and all policies within. Demonstrates a high level of integrity in all internal and external activities and practices. Maintains strict confidentiality related to client, staff, donor and other Saranam information.

**Inclusion:** Has the desire and ability to support an inclusive environment with respect to all clients, staff, and stakeholders. Respects and adapts behavior to cultural differences and commonalities in values, expectations, beliefs, and practices.

**The responsibility of all Saranam employees includes the following:**

* Always represent and promote Saranam in a positive and professional manner.
* Maintain good attendance and punctuality in keeping with Saranam Policies.
* Attend all staff and organizational meetings as required.
* Observe and practice safe work habits and practices in compliance with regulations, statutes and organizational policies.
* Maintain family and organizational confidentiality in compliance with organizational policies and procedures.
* Read, understand, and comply with all guidelines of the Saranam Employee Handbook.
* Contribute to team effort by accomplishing related results as needed.

**Requirements:**

*Credentials/Qualifications*

Minimum of five years case management or related experience. Master’s degree in human service field preferred; bachelor’s degree required. Preference given for current New Mexico licensure such as LMSW, LISW, LPCC, LMHC or equivalent. Strong clinical background and experience working with families experiencing homelessness, poverty, abuse, and/or trauma is highly desirable. Familiarity with Albuquerque social services and community resources preferred. Bi-lingual (English Spanish) preferred. Ability to lift 20 lbs.

*Experience and Skills*

Required

* Ability to work with a variety of people in diverse circumstances.
* Ability to effectively diffuse and resolve conflict and crisis.
* In depth knowledge and experience with a trauma-informed approach.
* Ability to perform light physical work as may be required.
* Proven ability as a team player in a larger staff situation.
* Excellent verbal and written communication skills.
* Ability to use MS Office, and Windows.

Desired

Knowledge of the effects and impacts of poverty, homelessness, substance abuse, domestic violence and trauma.

**Environmental/Physical Conditions:**

Normal Office environment: some local travel may be required; some home/site visitation may be required.

**Other**

* Valid driver’s license and proof of insurance
* Willing and able to use personal vehicles for local travel on agency business.
* Willing and able to occasionally work irregular hours and have a flexible work schedule.

**Benefits:**

Benefits apply to full-time candidates and include generous paid time off, a monthly health stipend, and a retirement savings plan.