

Holy Family Institute Journey of Hope Program Intakes-Crisis Team Case Manager - Bilingual Spanish

Reports to: Lead Case Manager

Hours: Full-time, exempt position with flexibility. This position's shift will typically be 10:30pm-6:30am

Responsibilities: The Intakes-Crisis Team Case Manager is responsible for conducting intakes of Unaccompanied Children (UC) who typically arrive to campus during the noted shift hours. The Case Manager's tasks shall include welcoming new UC with kindness, compassion, cultural sensitivity and respect. Case Manager will be responsible for handling official paperwork and transfer of custody to U.S. of Office of Refugee Resettlement, orienting UC to legal rights, completing intake assessments, submitting any necessary Significant Incident Reports to the Office of Refugee Resettlement, and communicating important issues or matters with case and clinical team members to follow through with based on initial assessments. The Intakes-Crisis Team Case Manager will conduct and monitor initial phone calls to specified contacts, and support case management team for matters relating to discharge of UC when discharges take place during said shifts. During nights when there may not be intakes, the Intakes-Crisis Case Manager will audit UC Master Files to ensure that all services provided to each child are properly documented in each child's case file. Final approval for hire will be done by the Project Officer of the Office of Refugee and Resettlement which is a sub-agency of the Department of Health and Human Services of the federal government.

Requirements: Master's degree is preferred or a Bachelor's Degree in the behavioral sciences, human services, or social service fields and 3-5 years of progressive employment experience in the human service fields. Must have Act 33, 34 and FBI clearances. Child welfare and/or case management experience is strongly encouraged. EOE

Candidate must be fluent in both English and Spanish (read, write and speak).

To apply online – Visit www.hfi-pgh.org/careers