

Westchester Community Opportunity Program, Inc.
Elmsford NY 10523-3833

Job Description Community Advocate

Title: Bilingual Case Manager

Exempt Status: Non-Exempt

Immediate Supervisor: Director, Rockland CAP

Job Description

The Case Manager will work at WestCOP's Rockland Community CAP site in Spring Valley, under the direction of that Program's Director to disseminate vital services and program information to the undeserved population of the assigned area. Case Manager will work under the direction of the Director to provide advocacy, information, referral, direct services, and assistance to the undeserved population of the assigned area.

Responsibilities

- Identify and gain expertise about the services that are provided by the CAP.
- Expand and enhance services already provided by the CAP. Work with the Director to identify those services that are in need of development. Work with the Director to develop new services, as needed, to serve additional at risk individuals and families.
- Assist in operation of food pantry, events and other programs developed.
- Provide outreach to additional at risk individuals and families.
- Develop contacts with local community groups to interpret and set up meetings to implement program.
- Assist in mobilizing local resources in responding to community needs and crises.
- Serve as a liaison between clients and program and other supportive services, which may be able to provide assistance for programs and clients, as necessary.
- Responsible for maintenance of records recording to satisfy requirements of CSBG and Rockland County Contract
- Collection, collating, and inputting client data into database.
- Conduct in-person and phone interviews with residents who contact the CAP to determine the nature of the issue they have.
- Make referrals to appropriate WestCOP program, government, or non-governmental agency best able to assist client.

- Follow up with clients to ensure issues are being addressed, and intervene if necessary with referral agency to obtain services.
- With approval from Director, establish and maintain contact with community organizations to assure cooperation with the CAP to accomplish goals and objectives.
- Able to drive Rockland CAP's van for food pick-up.
- Will be held responsible for the professional confidentiality of all information handled in performance of above duties.

Key Working Relationships

Internal: Director, Other Case Managers

External: Local School districts, Local Department of Social Services Office, Local Unemployment Office, Local Health Office, other entities as Director indicates

Minimum Requirements

- BA or BS degree from an accredited college **preferred**
- At least 3 years in Human Services or related field
- Experience with at risk populations
- Experience handling sensitive personal information with discretion
- Bilingual Creole/English required
- Proficiency in Microsoft Office programs required

Work Location: Spring Valley, NY

We Offer:

401(k)
Dental insurance
Health insurance
Life insurance
Retirement plan

Schedule: Monday-Friday 8:30am-4:30pm

Salary: \$40K-\$45K

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.