



Edu-Futuro | www.Edu-Futuro.org  
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## Position Description

<b>Job title: Parent Support and Case Management Specialist</b>		
<b>Reports to:</b> Adult Programs Coordinator	<b>FLSA status:</b> Exempt	<b>Full or part time:</b> Full time until Dec 31, 2020
<p><b>Summary:</b>          The mission of Edu-Futuro (Educación Para Nuestro Futuro) is to empower immigrant and underserved youth and families through mentorship, education, leadership development and parent engagement. Established in 1998, Edu-Futuro reaches more than 2,100 children, youth, and adults annually. This position requires working closely with Contact Tracers, Contact Investigators, Community Health Workers, and Family Assistance Workers.</p> <p>Reporting to the Adult Programs Coordinator, the Parent Support and Case Management Specialist has the primary responsibility for providing case management services to community members/beneficiaries in Fairfax County, and other localities in Northern Virginia who have been affected by COVID-19.</p> <p>Edu-Futuro’s position of Parent Support and Case Management Specialist(PSCMS), requires a professional who is a self-motivated and dynamic who has the ability to work independently but also works well with a team, and who is resourceful and adaptive to changes and complicated scenarios in working with families. The PSCMS works in a fast-paced environment, and joins a fun work environment where teamwork and laughter are as much a part of the culture as responsibility, timeliness, and accuracy are.</p>		
<p><b>Primary duties:</b></p> <ul style="list-style-type: none"> <li>● In collaboration with the other members of the adult programs team, the PSCMS manages a weekly caseload composed by Northern Virginia residents affected by the COVID-19 disruption.</li> <li>● Communicates with parents and adults to assess their needs.</li> <li>● Assist beneficiaries in meeting their basic needs, to include food resources, rental assistance and other basic needs</li> <li>● Connects COVID-positive residents to available wraparound services, to include linking patients and family members with community and human services.</li> <li>● Provides navigation services to residents most impacted by COVID-19, in a culturally and linguistically competent manner.</li> <li>● Ensures community members/beneficiaries are aware of available resources for post-isolation/quarantine to self-sufficiency.</li> <li>● Links beneficiaries and coordinate mental, behavioral and physical care delivery systems that lead to greater self-care.</li> </ul>		

- Connects beneficiaries to services available to include rental assistance, food resources, healthcare services, legal services as well as other services to meet basic needs.
- Provides service coordination to help beneficiaries overcome barriers to accessing services such as language proficiency and cultural norms, while increasing engagement and active participation.
- Follows up with each case as needed.
- Provides additional referrals to local governments, other nonprofits, or personal resources, per client including rental assistance, food resources, healthcare services, legal services as well as other services to meet basic needs, during the time of intervention.
- Closes the cases with positive outcomes including rental assistance, food resources, healthcare services, legal services as well as other services to meet basic needs.
- Assists with the collection of stories, examples, and scenarios that illustrate the need for success of our work.
- Provides assistance with the development of reports as required by funders.
- Access to a car required. Service activities are conducted throughout Northern Virginia.

**Additional duties:**

- Participates in external meetings related to the position and community work with partners also providing services.
- Other duties as assigned.

**Qualifications required:**

- Bachelor's degree.
- 4-6 years of professional experience.
- Two years of case management experience.
- Superior written and verbal communication skills in English and Spanish.
- Strong interpersonal skills and the ability to be an effective communicator.
- Compassion for families in tough situations or going through difficult transitions.
- Experience achieving outcomes-based objectives and a data-driven mindset.
- Ability to search find and connect community members with resources.
- Strong collaboration and critical thinking skills.
- Knowledge of best practices regarding parent engagement.
- Strong commitment to and passion for the mission of Edu-Futuro.
- Knowledge of issues impacting immigrant children, youth, and families.
- Strong commitment to and passion for the mission of Edu-Futuro.
- Must be a flexible team player.
- Experience developing relationships with businesses, corporations, agencies and organizations a plus.

**Preferred Qualifications:**

- Master degree or in lieu of the Master's degree, four years of professional experience in addition to the minimum 4 years required
- Experience in Case Management of that is immigrant focused.
- Familiarity with the Northern Virginia region, particularly Arlington County, Fairfax County, Prince William County, and the City of Alexandria.