

## JOB OVERVIEW

Job Title: Case Management Specialist	
Job Location: Arlington, Fairfax, Prince William, and the City of Alexandria, VA	FLSA Status: Exempt
Type of Position: Full-time Temporary, through June 30, 2022. Possible extension contingent upon availability of funds.	Reports to: Case Management Services Supervisor

## POSITION DETAILS

Summary of Agency:	<ul style="list-style-type: none"> <li>The mission of Edu-Futuro (Educación Para Nuestro Futuro) is to empower immigrant and underserved youth and families through mentorship, education, leadership development, parent engagement, and workforce development. Established in 1998, Edu-Futuro reaches 3,200+ children, youth, and adults annually.</li> </ul>
Job Purpose:	<ul style="list-style-type: none"> <li>The <b>Case Management Specialist (CMS)</b> provides support to the parent and case management programs staff. The Case Management Specialist will become part of the Virginia Rent and Relief Program (RRP), the CMS will assist immigrant residents and residents with 80% below the poverty line with the submission of documents for rent relief for tenants experiencing a negative financial impact due to the COVID-19 pandemic through the RRP. Edu-Futuro is now part of the consortium that is serving Virginia Residents statewide. Edu-Futuro will deploy <b>two (2) CMS per jurisdiction in Arlington County, Fairfax County, the City of Alexandria, and Prince William County.</b> The contract ends on June 30, 2022, and Edu-Futuro case managers will assist beneficiaries with obtaining the supporting documents, and completing the online RRP application to receive funds to pay delinquent rent payments back to April 1, 2020 and may not exceed a total of 18 months of rental assistance per household.</li> <li>In collaboration with the Case Management Services Supervisor the CMS will produce monthly reports to the Director of Programs as agreed with Edu-Futuro's funders.</li> <li>Edu-Futuro's position of Case Management Specialist (CMS) requires a professional who is self-motivated and dynamic who has the ability to work independently in a fast-paced environment but also works well with a team, and who is resourceful and adaptive to changes and complicated scenarios in working with families. The work will be a variety of direct service, administration, coordination, as well as logistical services in support of the operations of the programs, and gathering and inputting information in the RRP online platform for rent relief, and other online tools for reporting and other purposes. The CMS will have outstanding interpersonal skills along with above-average organizational and time management skill sets. This is an overall position description; the position functions listed below are not all-inclusive.</li> </ul>
Duties & Responsibilities	<b>Primary duties:</b>



- In collaboration with the other members of the adult programs team, the CMS manages a weekly caseload composed of Northern Virginia residents based on the jurisdiction assigned affected by the COVID-19 disruption.  
Communicates with parents and adults to assess their needs.
- Assist immigrant residents and residents with 80% below the poverty line with the submission of documents for rent relief for tenants experiencing a negative financial impact due to the COVID-19 pandemic through the RRP online portal.
- Meet with tenants and property managers to obtain the require documentation to obtain rent relief through the Virginia Rent and Relief Program.
- Connect COVID-positive residents to available wraparound services, including linking patients and family members with community and human services.
- Connect immigrant and Latino families to vaccination services.
- Provide navigation services to residents most impacted by COVID-19, in a culturally and linguistically competent manner.
- Ensure community members/beneficiaries are aware of available resources for post-isolation/quarantine to self-sufficiency.
- Refer beneficiaries and coordinate mental, behavioral and physical care delivery systems that lead to greater self-care.
- Connect beneficiaries to services available to include rental assistance, food resources, healthcare services, legal services as well as other services to meet basic needs.
- Provide service coordination to help beneficiaries overcome barriers to accessing services such as language proficiency and cultural norms while increasing engagement and active participation.
- Follow up with each case as needed.
- Provide 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.
- Close the cases with positive outcomes including rental assistance, food resources, healthcare services, legal services as well as other services to meet basic needs.
- Assist with the collection of stories, examples, and scenarios that illustrate the need for the success of our work.
- Provide assistance with the development of reports as required by funders.
- Access to a car required. Service activities are conducted throughout the jurisdiction assigned in Northern Virginia.

**Additional duties:**

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



COVID-19  
Precaution(s):

- Personal protective equipment provided or required;
- Social distancing guidelines in place;
- Virtual meetings

## QUALIFICATIONS

Competencies:

### Integrity

- Accurate and transparent in communication
- Share critical information accurately, openly, and voluntarily
- Focus relentlessly on continuous improvement
- Persevere through problems and difficulties to do the right thing
- Communicate pride and ownership of work
- Own both successes and mistakes

### Interpersonal Skills

- Ability to work effectively with different people and teams of people by putting others at ease.
- Acknowledging diverse opinions, addressing relevant concerns, minimizing conflict, promoting harmony.

### Versatility

- Manage conflicting demands and priorities smoothly
- Adjust readily to changing priorities and conditions
- Move from decisions to action and results quickly and effectively
- Acquire and apply new ideas with ease and confidence

### Organization Skills

- Ability to identify and set priorities, plan and effectively allocate appropriate resources.
- To attend to detail so that relevant issues are addressed and result in high-quality outcomes.

### Teamwork

- Establish and maintains effective relations with staff, volunteers, beneficiaries, and stakeholders
- Work actively to resolve conflicts
- Respond appropriately to employee and/or co-worker concerns
- Leverage every opportunity to teach and learn

### Results-oriented

- Understand and is sensitive to beneficiaries' challenges, needs, and strengths, and positively impacts their lives towards self-sufficiency and prosperity

	<ul style="list-style-type: none"> <li>● Work with a sense of urgency, determination and purpose</li> <li>● Make and keep clear agreements</li> <li>● Exhibit ability to learn and apply new skills</li> <li>● Accountable for meeting and exceeding expectations</li> <li>● Act in alignment with the organization’s priorities</li> </ul>
<p>Minimum Experience Requirements:</p>	<ul style="list-style-type: none"> <li>● Bachelor's degree.</li> <li>● 4-6 years of professional experience.</li> <li>● Two years of case management experience.</li> <li>● Superior written and verbal communication skills in English and Spanish.</li> <li>● Strong interpersonal skills and the ability to be an effective communicator.</li> <li>● Compassion for families in tough situations or going through difficult transitions.</li> <li>● Experience achieving outcomes-based objectives and a data-driven mindset.</li> <li>● Ability to search find and connect community members with resources.</li> <li>● Strong collaboration and critical thinking skills.</li> <li>● Knowledge of best practices regarding parent engagement.</li> <li>● Strong commitment to and passion for the mission of Edu-Futuro.</li> <li>● Knowledge of issues impacting immigrant children, youth, and families.</li> <li>● Strong commitment to and passion for the mission of Edu-Futuro.</li> <li>● Must be a flexible team player.</li> <li>● Experience developing relationships with businesses, corporations, agencies, and organizations a plus.</li> <li>● Experience and domain of Google Suite.</li> <li>● Knowledge and domain of Excel.</li> </ul>
<p>Preferred Experience Requirements:</p>	<ul style="list-style-type: none"> <li>● Master’s degree;</li> <li>● Small business or small organization managerial experience;</li> <li>● Experience providing direct social or educational services to youth and families;</li> <li>● Experience with the Apricot data base a plus; and</li> <li>● Familiarity with the Northern Virginia region, particularly Arlington and Fairfax counties.</li> </ul>

### EQUAL EMPLOYMENT OPPORTUNITY

- Edu-Futuro does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, parental status, military service, or other non-merit factors.

### HOW TO APPLY

- Send a cover letter and resume to the Hiring Committee at [careers@edu-futuro.org](mailto:careers@edu-futuro.org). Upon receipt, additional application materials will be sent to eligible applicants. Applications will be accepted until position is filled.