

JOB OVERVIEW	
Job Title: Case Management Specialist	
Job Location: Arlington VA	FLSA Status: Exempt
Type of Position: Full-time	Reports to: Case Management Services Team Lead

POSITION DETAILS	
Summary of Agency:	The mission of Edu-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.
Job Purpose:	<ul style="list-style-type: none"> • Edu-Futuro provides comprehensive support to families in Northern Virginia. We conduct Needs Assessment Surveys to understand family needs and then connect them with essential resources, including rental, food assistance, COVID-related support, unemployment benefits, health insurance, education, and more. Case Management Specialists (CMS) play a vital role in identifying needs, connecting families with effective resources, and guiding them through the entire process to ensure their challenges are resolved. • We're seeking a highly motivated and adaptable Case Management Specialist (CMS) for Arlington County who can thrive in our fast-paced environment. Working independently and collaboratively, you'll navigate complex family situations by providing direct client support, coordinating programs, managing data, and offering logistical assistance. This includes accurately entering client information into our database and online platforms to support rent relief, social services, legal and medical assistance, and generate essential reports. • The CMS is directly responsible for achieving program outputs, outcomes, and impact in assigned areas or counties. With the support of the team lead, the CMS will produce reports on these to funders. • The CMS requires outstanding interpersonal, organizational, and time management skills, as well as the ability to adapt to evolving needs. This is an overall position description; the position functions listed below are not all-inclusive.
Duties & Responsibilities	<p>Primary duties:</p> <ul style="list-style-type: none"> • Needs Assessment & Documentation: Conduct thorough needs assessments to identify family needs and gather necessary intake documents for Edu-Futuro, funders, and service providers. • Case Management & Follow-Up: Provide personalized case management to 30 Arlington community members monthly. Keep detailed records, track client progress, and follow up to help clients achieve their goals.



- **Connect Clients to Resources:** Provide referrals to government agencies, nonprofits, and community resources, including rental assistance, food support, healthcare, legal services, household needs, diapers, bills, and medical care.
 - **Housing Stability Support:** Help families maintain stable housing through eviction prevention, tenant support, rent relief, and financial assistance.
 - **Process Rent Relief Applications:** Help eligible residents, including immigrant families, apply for rent relief due to COVID-19 or other hardships.
 - **Manage Arlington Thrive Requests:** Handle requests for assistance through Arlington Thrive, ensuring proper documents and timely follow-up.
 - **Community Outreach:** Organize outreach, meetings, and workshops with local and state agencies and other organizations to share resource information.
 - **Build Community Partnerships:** Work with local businesses, faith-based groups, and community leaders to create a support network and expand resource access. This may require occasional work on weekends or evenings.
 - **Organize Community Events:** Plan and run events to promote community involvement, resource awareness, and cultural exchange. This may require occasional work on weekends or evenings.
 - **Manage Funding Requests:** Request, manage, and reconcile funds for outreach activities and community events, ensuring accurate budgeting and expense tracking.
 - **COVID-19 Support:** Connect COVID-positive residents to services, promote vaccination, and provide culturally appropriate help.
 - **Post-Service Support:** Connect clients to resources that promote self-sufficiency.
 - **Mental & Behavioral Health Referrals:** Refer clients to mental, behavioral, and physical healthcare services.
 - **Data Management:** Record client data, track service delivery, and maintain organized records in the database.
 - **Reporting & Analysis:** Create reports on program activities, outcomes, and impact. Analyze data to find trends and improvements. Help with grant reporting by providing data and insights.
- 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:	<p><u>Ethical Conduct & Accountability:</u></p> <ul style="list-style-type: none"> ● <u> </u> Acts with honesty and transparency in all communication. ● <u> </u> Shares information openly and accurately. ● Focuses on continuous improvement and problem-solving. ● Takes ownership of successes and mistakes. ● Is accountable for meeting and exceeding expectations. ● Acts in alignment with the organization's priorities. ● Works with urgency, determination, and purpose. ● Makes and keeps clear agreements. <p><u>Collaboration & Communication:</u></p> <ul style="list-style-type: none"> ● Builds effective relationships with diverse individuals and teams. ● Acknowledges different perspectives and minimizes conflict. ● Actively resolves conflicts and addresses concerns. ● Teaches and learns from others. <p><u>Adaptability & Organization</u></p> <ul style="list-style-type: none"> ● <u> </u> Manages changing priorities and conditions effectively. ● <u> </u> Sets priorities and allocates resources efficiently. ● Attends to detail and delivers high-quality outcomes. ● Learns and applies new ideas and skills quickly. <p><u>Client Focus</u></p> <ul style="list-style-type: none"> ● Understands and is sensitive to beneficiaries' needs and strengths. ● Positively impacts beneficiaries' self-sufficiency and prosperity.
---------------	---

Minimum Experience Requirements:	<ul style="list-style-type: none"> ● Bachelor's degree. ● 2-4 years of professional experience, including at least 2 years in case management. ● Excellent written and verbal communication skills in English and Spanish. ● Strong interpersonal skills. ● Compassion for families facing challenges. ● Experience using data to achieve goals. ● Ability to connect community members with resources. ● Strong collaboration and critical thinking skills. ● Knowledge of best practices in parent engagement.
----------------------------------	---



Edu-Futuro

Empowering Students
Engaging Parents
Transforming Communities

2110 Washington Blvd. Syphax Bldg.
3rd Floor Arlington, VA 22204
6540 Franconia Road, Springfield, VA 22150
Phone: 703-228-2560 | Fax: 703-228-2562
E-mail: info@edu-futuro.org
www.Edu-Futuro.org

	<ul style="list-style-type: none"> ● Strong commitment to the mission of Edu-Futuro. ● Knowledge of issues affecting immigrant children, youth, and families. ● Experience developing community partnerships (a plus). ● Proficiency in Google Suite and Excel. ● Valid driver's license and vehicle.
Preferred Experience Requirements:	<ul style="list-style-type: none"> ● Bachelor's degree. ● Experience managing operations in a small business or non-profit organization. ● Experience providing direct social or educational services to youth and families. ● Proficiency with the Apricot database (preferred). ● Strong knowledge of the Northern Virginia region, particularly Arlington County.

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 managerofprograms@edu-futuro.org. Your application will be reviewed upon receipt, and qualified candidates will be contacted for an initial interview. This position will remain open until filled.

Revised: 03/01/25 DD