

Case Manager-(Bilingual ORR)

In-Person Full-Time (40 per week) Position in Hayward (Non-Exempt)

**Working alternating weekends, one week AM shifts including weekend & one week PM shifts
2-10pm with weekends off**

Reports To: Facility Manager

Who We Are

Ruby's Place (RP) is an innovative nonprofit committed to ending domestic violence, human trafficking, and violent crime through hope, advocacy and connection. Our services include emergency shelter, transitional housing, rental subsidies, mental health services, and wrap around services. All our services are trauma-sensitive and client-centered and are provided at no cost to our clients. There are no barriers to participate in our programs.

Ruby's Place is led by survivors with a focus on reflection, innovation, and connection. We value diversity, and equity across all races, genders, sexualities, and abilities. We believe in fostering relationships, both in our direct service work and throughout our internal work culture. We aim to cultivate an inclusive workplace that appreciates and emphasizes the voices of those most impacted by violence including women, individuals with disabilities, people of color, and the LGBTQ+ community. We recognize these voices are vital to interrupting the cycle of violence and transforming lives towards safety, unity, and trust. We encourage those with lived experience with housing instability, trafficking, domestic violence, and interpersonal violence to join our team.

Who You Are

You have a strong commitment to preventing interpersonal violence as well as an understanding of, and sensitivity to, serving diverse populations. You have excellent interpersonal skills and strong techniques for relationship building. You believe people should determine their own path towards healing, and have an orientation towards survivor-centered services.

You either have lived or have professional experience with the immigrant, latinx community and are in touch with the challenges that newcomers face when immigrating. You are compassionate, understanding and hold passion to work with this specific community. You are a go-getter who enjoys fast paced environments. You enjoy working both collaboratively and independently. You are adept at time management and highly organized with a proven ability to ensure you can meet deadlines, plan, organize and execute. You are comfortable working as part of a team and are an accountable collaborator. You excel at organizing, prioritizing, and following through on multiple time-sensitive projects. You are flexible, creative, and take initiative in handling emergencies and have the ability to

provide a safe space and environment for our clients.

What qualifications are required for this position?

You Are Also:

- Fluent in Spanish (spoken and written)
- 21 years of age or older.
- A person with a Bachelor's degree in social services or a related field.
- Experienced in child welfare and/or case management, crisis intervention, peer counseling.
- Experienced in a human trafficking, domestic violence and or homeless setting providing direct services to survivors. crisis intervention, peer counseling
- Someone who exhibits integrity and good moral character to provide appropriate care to UC;
- Someone with the relevant experience and/or qualifications to work with UC and UC with special needs.
- Be able to show proof of immunity to vaccine-preventable diseases transmitted by the respiratory route if working directly with UC, including Varicella, TDap or Tdap, Influenza, Fully vaccinated against COVID-19
- Someone who has not engaged in any form of child abuse or neglect, including domestic violence or has not been convicted of engaging or attempting to engage in sexual abuse facilitated by force or Is undergoing civil or administrative adjudication.
- Experienced working with the immigrant community.
- Experience working with community organizations tailored to serve the immigrant population.
- Understanding of the dynamics of trauma-informed care, as well as an understanding of, and sensitivity to, serving diverse populations and languages as it relates to family dynamics and other aspects of cultural practice.
- Knowledge of community resources, community-based organizations, social services, housing agencies, and employment agencies.
- Passionate about working with youth.
- Willing to travel within the United States multiple times per month.
- A person with The State mandated 40-hour Domestic Violence and Human Trafficking counselor certification (can complete upon hire)
- Able to lift 25 lbs.
- In possession of a valid CA driver's license, proof of insurance, and be approved by Ruby's Place insurance as a driver in order to drive agency vehicles.
- Able to complete a background check, fingerprinting (Live Scan), and completion of all Community Care Licensing requirement documents. Able to meet all licensing requirements of Community Care Licensing.

What You Will Do

The Bilingual Case Manager will report to the Facility Manager. The position of the Bilingual Case Manager is a hands-on position that will provide necessary support to the overall operation of Ruby's Place youth services for Youth Village, specifically with unaccompanied minors who are newcomers and are awaiting permanent placement. The minors referred to Youth Village for temporary shelter are survivors of violence between the ages of 13-17. The Bilingual Case Manager helps each client develop and implement an individualized case management plan designed to promote independence and self-sufficiency, as well as healing. The Bilingual Case Manager will also support youth through their challenges and barriers as newcomers. The Bilingual Case Manager will need to communicate on a daily basis with outside partners regarding the placement process and support the sponsor families and youth through the process. The Bilingual Case Manager will also need to work closely with authorized representatives, social workers, etc. to determine the delivery of services for youth. The Bilingual Case Manager will also be responsible for the coordination of the transportation and ensure the youth arrives at their new home/placement safely. The Bilingual Case Manager will be traveling with the youth to their destination. The Bilingual Case Manager will be working closely with the Case Management Leadership Team to ensure the youth are connected to the services needed and we are collaborating with outside agencies in the delivery of services.

Responsibilities include

1. Provide case management, including the development of action plans for residents, advocacy, information and referrals to community service providers.
2. Transport residents to legal, social services and other case management related appointments.
3. Provide confidential, holistic, resident-centered, trauma-informed services.
4. Conduct individual and group counseling and other activities for the youth at the facility.
5. Orient new residents to the facility.
6. Provide general information, referrals, and crisis counseling to hotline callers.
7. Maintains accurate and up-to-date referral information in referral binders and boards.
8. Tabulate accurate statistical records of services provided to residents
9. Assist with general program operations.
10. When single shifted, assumes responsibility for overall shelter management.
11. Must be able to cover peer advocate shifts as needed.
12. Fill out a functional timesheet by assigned due dates in compliance with the time allocations.
13. Actively participate in reflective supervision
14. Create and maintain documentation of processes and procedures in relation to duties of the job
15. Other duties as assigned by your supervisor

Working Conditions

This position is in person work. The shift is working alternating weekends, alternating one week AM shifts including weekend & one week PM shifts 2-10pm with weekends off. You are expected to be available on-site as necessary given business needs. You must be able to stand for long periods of time and perform physical activities, including lifting up to 25 pounds. You will be subject to frequent interruptions and must be able to multitask and handle stress.

Local and national travel is required.

Applying

The pay scale for the Case Manager-(Bilingual English/Spanish) is \$32-\$35 per hour. The benefits that come with working at Ruby's Place at full-time hours include medical, dental, and vision plans, a life insurance policy, significant vacation, sick time, sabbatical, and immediate vesting in our 403(b) with a generous match. This is a full-time, 40 hour a week position. This is an in person position, hours will be discussed with the supervisor. Applicants must be located in the greater Bay Area.

If all this sounds like a good fit for you, please submit your resume and, instead of a traditional cover letter, respond to the following four prompts:

- Why do you want to work for Ruby's Place and why are you a good fit for this role? (200 words max)
- Using the qualifications listed above (under Who You Are section), please list the top 5 qualification(s) that you feel you currently excel in and 2 qualifications you feel you will need to work toward proficiency. Please provide a brief explanation for each (a few sentences).
- Why are you interested in working with this specific population?
- How do you envision this position aligning with your experience (professional or lived) and your goals in the field?

At Ruby's Place, we are committed to workplace diversity and providing equal employment opportunities. Please also note that we are going to be especially excited about candidates who understand the unique nature of a mission-driven organization and have lived experience or direct experience working with survivors of domestic violence, human trafficking, or violent crime.

Please send resume and prompt answers to Julie@rubysplace.org