



# Case Manager

## Summary:

This role involves the matching of volunteers/mentors with foster families/youth in foster care, the facilitation of strengths assessments, training of volunteers, as well as monitoring and supporting ongoing success and challenges of matches. Case managers will maintain up to date case notes through consistent contact/touchpoints with volunteers and participants. Additionally, this position also involves gathering stories to be used in impact reports, marketing and tracking data on the success of each Cedar Valley Angels match. We are looking for a dependable, humble, strong communicator, with a desire to positively impact and support children and families experiencing foster care. A great candidate will also display professionalism, passion, initiative, and adaptability.

## Primary Responsibilities:

- Engage in discussions around topics including child abuse, neglect, trauma, mental health, poverty, trust-based relational intervention, rehabilitation, social adjustment, therapeutic needs, child demographics, case trajectory, family preservation and relational concerns.
- Assist with recruiting new volunteer/volunteer groups. This may be done through speaking engagements about programs during networking events or planned presentations.
- Facilitate strengths assessment/initial meetup between foster family/youth and volunteer/mentor and lead training for volunteer groups/mentors. These may need to be held in the evenings or on weekends due to the volunteer/foster family availability.
- Assist in interviewing and onboarding new volunteers to create the best matches for youth and families.
- Process foster family referrals by gathering foster family and youth background information, needs, and child information to determine the best volunteer match to meet their needs.
- Develop and support the best possible matches between volunteers and participants to ensure that the relationship is set up for success.
- Serve as liaison between volunteer, foster family and placement agency throughout the life of the match. Resolve program complaints and requests to change volunteer matching arrangements.
- Build and maintain relationships with local child welfare organizations. Draw on these relationships to connect families and volunteers with resources and support throughout the life of the match.
- Maintain monthly monitoring of volunteer contact and tracking of relational outcomes for children/youth in the Cedar Valley Angels programs in spreadsheets and software.
- Create and send monthly tracking forms and newsletters with updates.
- Help plan, attend, and serve at events including fundraising, community awareness initiatives, events for families, youth, and children which often occur over weekends or evenings.
- Work with the Communications Manager to gather stories, photos and videos to be used for program marketing and communications.

## Qualifications:

- An ideal candidate must be a highly skilled communicator with strong interpersonal skills and abilities to quickly curate trust based connections (including foster families, foster youth, volunteers, mentors, corporate partners, and other Cedar Valley Angels supporters).
- Cedar Valley Angels is not a religious organization and accepts all people as they are. Staff should demonstrate a spirit of inclusivity and acceptance of people from all backgrounds.
- An ideal candidate is a self-starter who can work independently and manage multiple tasks.
- Cedar Valley Angels believes in community. An ideal candidate will also be able to work as a part of a team and help to continue to grow our team's set of skills and experiences.
- A qualified candidate will have the ability to be teachable in the skills the job requires.

## Required:

- Personal Telephone (and possibly conferencing capabilities)
- Access to reliable transportation, valid driver license, insurance
- Ability to pass state and federal background checks
- New hires will complete a training and on-boarding process with the National Angels Program Trainer. This and other opportunities may require occasional travel.
- Manage 25-30 cases when operating at full capacity. This position requires a mixture of working in a traditional office setting, working from home, traveling to agency locations, needs assessments, trainings and/or outreach events.

## Programs Used On The Job:

- Mailchimp
- Basic Google Drive Applications (Gmail, Docs, Sheets, Slides)
- Apricot (Data Tracking Software)
- Skype/ Zoom / Microsoft Teams
- Slack

## Minimum Qualifications (one of the following):

- Associate Degree and 2+ years of related experience
- Bachelor's Degree and 1 + year of related experience
- 3-4 Years of Field, Lived or Related Experience

A background in social services or related fields is preferred but not required.

## Salary and Benefits:

- **Job Type:** Full Time (40 hours per week).
- **Compensation:** \$32,400-\$38,880 plus \$6,365 benefits stipend (\$38,765 - \$45,245 total). Based on experience and prorated for part time employment. Mileage is also reimbursed at \$0.65/mile.
- **Other Benefits:** 3 weeks of paid time off (prorated for part time), 14 holidays (including shut down for 12/24-12/31), paid 30 minute lunch, \$500 annually for professional development, cell phone stipend (\$35 per month), laptop, flex time and remote work of up to 25%.
- **Probationary Period:** PTO and remote work opportunities take effect after 90 day probationary period.

**Application:** Submit resume and cover letter to [hr@cedarvalleyangels.org](mailto:hr@cedarvalleyangels.org).