



Centro Latino Americano

Dedicated to the empowerment of the Latino community of Lane County since 1972

PART-TIME CASE MANAGER

This position requires a bilingual, Spanish speaking person, committed, responsible, and self-motivated, to provide a variety of services to the community and to assist the organization in accomplishing its mission and to perform related assigned duties.

Compensation: \$11.50-\$13.00/hour depending on experience

Duration: Part-time position up to 20 hours/week with possible full-time employment in the future.

Projected Start Date: September 2015

DUTIES

Duties may include, but are not limited to the following:

- Provides culturally specific assistance to members of the Latino community who use the services provided Centro Latino Americano.
- Performs the technical work of service delivery, including using electronic database.
- Builds a connection with human and social service agencies in Lane County, Oregon.
- Helps clients with jobs applications as needed/ does phone calls for clients.
- Assist clients with BOLI complaints.
- Make referrals to agencies that provide financial assistance, legal aid, transitional housing, health care for low-income families, and other services.
- Conducts interviews with clients to determine eligibility for programs.
- Maintains and updates confidential records, client files, and performs necessary data tracking and entry in a timely manner.
- Schedules and verifies interviews or appointment times ensuring coordination between the service being provided and the individual being served.
- Verifies accuracy of information gathered by other staff and ensures complete and accurate records.
- Participates with staff, supervisors, volunteers, and community members in team building.
- Provides assistance in orienting the public and individuals to the service and program being delivered.
- Identifies, enlists, coordinates and schedules volunteer efforts assisting with community service.
- Also will be asked to help staff with reception duties when needed.

MINIMUM QUALIFICATIONS

Knowledge of:

- Community resources, services and programs.
- Office procedures, methods, and current database.
- Human relations and the procedures used in dealing with the public as part of a human service intervention.
- Best practices of delivering culturally specific services to Latino populations.

Ability to:

- Work with clients, and deliver human and social services.
- Assist managers in data collection and the technical aspects of the work.
- Deal with unusual situations and identify those situations when the supervisor is needed.
- Establish and maintain effective working relationship with those contacted in the course of work.
- Communicate fluently in Spanish and English, both orally and in writing.
- Identify community resources and use them to improve the provision of services.
- Organize and maintain personal office environment.

EDUCATION & EXPERIENCE

- 2 years of college degree or equivalent.
- 2 years of responsible community service experience.
- Or an equivalent combination of education and training.

For more information, please visit www.centrolatinoamericano.org (Employment Tab). A complete application will include a cover letter specifically addressing how your professional experience qualifies you for the position, current resume, and employment application (available at www.centrolatinoamericano.org). Please submit these materials electronically via e-mail to Trevor Whitbread, Director of Programs, at twhitbread@centrolatinoamericano.org or via mail to 944 W. 5th Ave., Eugene, OR 97402.