



## JOB DESCRIPTION

<b>POSITION:</b>	Case Manager, Wildfire Relief Services for Immigrants
<b>REPORTS TO:</b>	Wildfire Relief Program Manager
<b>LOCATION:</b>	Watsonville, CA and Remote
<b>CLASSIFICATION:</b>	Full Time 35-40 Hrs/Week
<b>LENGTH:</b>	Through December 31, 2021 - Possible to Extend
<b>PAY:</b>	\$25/Hr - \$30/Hr

*Please send resume & cover letter to: [wildfire@sccvonline.org](mailto:wildfire@sccvonline.org)*

*Subject Line: Fire Relief Case Manager Job Application*

### About Santa Cruz Community Ventures

Since 1989, SCCV has been on a mission to build a compassionate and equitable local economy that contributes to the communities' wellbeing. SCCV helps people understand and use their economic power to create thriving communities, where zip code, gender, race, or age do not dictate income or wealth. SCCV provides support to low-to moderate-income Monterey Bay area families with all aspects of money— understanding it, managing it, and saving it.

We work in ways that:

- are family centered and culturally appropriate;
- remove system level barriers to economic equity;
- provide leadership development and financial education for children and youth;
- develop new financial and asset building vehicles; and
- lift up and leverage the great work already being done

SCCV focuses on serving rural, predominantly Latino, low-income communities with high rates of unbanked/ underbanked populations. Our geographic reach encompasses Santa Cruz County and Monterey County, with the intent to expand into San Benito and San Luis Obispo County in the next five years. SCCV is Latina led and all current staff are bilingual (Spanish/English), bicultural people of color.

### Job Description

The Wildfire Relief Services for Immigrants (WRSI) Case Manager provides program support to help plan, organize, and administer fire relief funds for undocumented persons impacted by wildfires in Santa Cruz and Monterey County in 2020 who were ineligible for FEMA disaster assistance. The Case Manager will confidentially collect and maintain case files. This position will also assist with reporting, communication, and outreach for the program. The Case Manager must be able to work independently and under minimum supervision and act on own initiative. The ability to communicate and coordinate effectively and support activity will be critical. This job description is intended to describe the general nature of the work performed by employees in this job. It is not an exhaustive list of all the job's responsibilities. At SCCV, all our jobs include broad responsibilities for continually improving the processes we use.

**Responsibilities:** *Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Assists in the implementation of program goals, objectives, priorities, and policies. Adheres to the SCCV mission, vision, and values.
- Gathers and maintains applicant data for reports and performs data entry on a variety of computer databases in order to store and compile statistics.
- Ensures the security of SCCV's proprietary and confidential information and materials
- Assist with planning, development, and implementation of Wildfire Relief Service applications, enrollment and community referrals. Assist in identifying creative strategies for reaching the priority population.
- Conduct community outreach, providing information about Wildfire Relief Services and community services, to priority populations through multiple modes (virtual presentations & info sessions, presentation at farms, etc).
- Schedule appointments as indicated with applicants and answer incoming application calls. Contact applicants to confirm appointments.
- Collaborate with other local agencies who work closely with the priority populations to connect ineligible applicants to other support services and resources.
- Collect and maintain accurate statistics of outreach efforts/contacts. Input data into tracking logs/software applications in a timely manner.
- Builds positive relationships with other staff, providers, and departments to maximize accessibility of assistance to all applicants.
- Performs other related duties and responsibilities as required.

## **Qualifications & Requirements**

- Bilingual (English/Spanish), bi-literate, and bi-cultural required
- Multilingual in English, Spanish, and Indigenous languages (e.g. Mixteco, Trique, Zapoteco) highly preferred
- Must be flexible in work hours, with willingness and ability to work evenings and weekends or other non 8 to 5 work schedules.
- Strong planning, administrative, and organizational skills with ability to thrive in fast-paced environments.
- Detail-oriented with strong written and verbal communication skills
- Ability to work independently and within a team structure, take initiative and solve problems
- A sense of humor, strong interpersonal skills and flexible working style
- High level of professionalism and business acumen
- Strong computer skills including proficiency in Microsoft Office (Outlook, Excel, and PowerPoint) as well as other data management systems and reporting tools
- Valid California driver's license



- Must be sensitive to cultural diversity and the needs of low to moderate income families
- Must sign confidentiality agreements regarding both nondisclosure and confidentiality of applicant information upon hiring

### **Physical Demands and Work Environment**

The employee may be frequently required to drive, walk and climb stairs. The employee must occasionally lift and/or move up to 20 pounds.

The work environment is primarily online/virtual but will also be required to occasionally work in an indoor office environment or comparable space, with occasional exposure to outdoor weather when traveling to program sites.