



NORTH COUNTY LGBTQ RESOURCE CENTER

3220 Mission Avenue, Suite 2, Oceanside, CA 92058

Job Title: FT Case Manager

Reports to: Director of Operations

FLSA Status: Non-Exempt

Position Type: FT/Regular 40 hrs per week

Compensation: \$23 an hour

Supervisory Responsibility:

Staff reports, data collection, collaboration with other case managers

Benefits Include: Matched IRA, Generous PTO, 100% covered Medical, Dental and Vision, Professional Development, Flexible Work

Start: November , 2023

Closing Date: interviews conducted on a rolling basis until position is filled.

Organization Background:

Our Mission is to serve, empower and advocate for the diverse community in North San Diego County. Serving the LGBTQ community since 2007 out of Oceanside California. The Center is known for a culture of employee care, advocacy and resource connections, We provide an array of targeted services, programs, and resources along with support groups and events. Our work impacts the lives of lesbian, gay, bisexual, queer, trans, nonbinary, gender nonconforming, immigrant, and HIV communities and beyond.

Position Summary:

Incumbent will exercise sound judgment with involvement in all aspects of The North County Center's case management program. The successful candidate will leverage available resources to equitably provide outreach, mentorship, advocacy, education, and continuous case management within service recipient groups of LGBTQIA+ 18 years and older. The service group can include people that are unhoused, impacted by poor mental health or trauma, mental health crisis and more. Candidates should support our organizational values and include a demonstrated commitment to racial equity and inclusion, social Justice, commitment to serve the most vulnerable, and accountability and transparency.

The position may be completed through a combination of on-site and field work. Center hours are from 10:00-6:00 PM M-F. Flexible work schedule, provided meetings and programs are appropriately supported.

Duties and Responsibilities:

Under supervision of the Director of Operations, responsibilities include meeting service recipients where they are at, conducting intake and assessment, connecting service recipient to resources, medical or mental health care, housing plans, housing resources, legal accompaniment and case follow up. Database entry and privacy compliance County grant reporting and trauma informed care.

Candidate will exercise sound judgment in working with community partners and other service providers.

Essential Duties:

- Conduct assessment of need and intake for case management
- Coordinate care plan and connect people to resources specifically recovery resources, housing
- Connect people experiencing housing insecurity and homelessness to resources
- Engage in trauma informed care
- Collaborate and outreach to local direct service organizations
- Coordinate with other case workers for successful outcomes
- Outreach through events, webinars, zoom and in person meetings
- Draft and timely submit reports including event surveys, monthly staff reports, program and event budgets, and other documentation as needed.
- Attend and provide input a regular meeting with management and support staff.

Desired Qualifications:

- Lived experience as a member of a historically under-served community (e.g., low income, communities of color, LGBTQIA+ communities, immigrant communities, etc.) strongly encouraged to apply.
- Previous experience facilitating and coordinating care for diverse populations
- A passion for The Center's work and its mission.
- Relative experience within substance use disorder treatment and recovery
- Experience in outreach work, especially with diverse communities, including the recovery community
- Reliable transportation with the ability to travel as frequently throughout San Diego County, is required.
- Fluency in English is required
- Knowledge, passion, and commitment to ameliorating issues impacting the LGBTQIA+ community and advancing equity and social justice generally.
- Experience working in social justice, the LGBTQIA+ and/or HIV community, and/or in a non-profit setting strongly preferred.
- Competency in CPR, Harm Reduction strategies
- **Other Skills:** Ability to manage multiple tasks with shifting priorities. Must demonstrate sound judgment and decision-making skills.

Conditions of Employment:

- You must sign the Center's non-disclosure/confidentiality agreement.
- You must complete a W-4 form for income tax withholding.
- You must complete an I-9.
- You must submit to and pass a background check.
- You must have a valid California driver's license, provide proof of insurance, and own your own vehicle.
- You are expected to abide by all federal, state, and local laws.
- You will be required to sign acknowledgment of and comply with Center policies and procedures.

Disclaimer:

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor is it to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.

Equal Opportunity:

The North County LGBTQ Resource Center is proud to be an equal opportunity employer. People of color, women, persons with disabilities, and persons who are lesbian, gay, bisexual, transgender queer and/or intersex are encouraged to apply. The Center maintains a policy of non-discrimination with respect to employees and applicants for employment. No aspect of employment will be influenced in any matter by race, color, religion, sex, age, national origin, marital status, ethnicity, religion, sexual orientation, gender identity and/or expression, physical disability, HIV or AIDS status, medical/mental condition, perceived physical disability or veteran status, or any other basis prohibited by statute.

To Apply:

Email a cover letter and resume as attachments in Word or PDF to operations@ncresourcecenter.org with the position title in the subject line. You may also mail your application materials to 3220 Mission Avenue, Suite #2 Oceanside, CA 92058. No phone calls please.

