



## FAMILY SERVICES OUTREACH & CASE MANAGER

**About the Organization:** Building One Community (“B1C”) is a non-profit organization established in 2011 as a comprehensive resource center for immigrants in the Stamford, Connecticut area. B1C’s mission is to advance the successful integration of immigrants and their families.

B1C’s Family & Individual Services (FIS) program assists immigrants with medical, educational and other practical challenges by helping them navigate institutional requirements and access social services. We have onsite resources and connect with other community-based organizations to make sure every program participant has the support they need to succeed.

**Position:** The **Case Manager** will provide outreach to the local Haitian immigrant community and support individual immigrant families by connecting them to B1C programs, area services and other resources. This position requires coordinating with staff members, partner organizations and local agencies. The ideal candidate will have strong communication and case management skills and familiarity with the local Haitian immigrant community. This 20 hour per week part-time position requires onsite attendance and reports to the FIS Director. It involves occasional evening and weekend assignments.

### **Primary Duties:**

#### Community Outreach

- Work with FIS & Communications staff to create & implement an outreach plan to the area’s Haitian community
- Cultivate relationships and connect individuals from the local Haitian community to our programs and services

#### Case Management

- Meet with program beneficiaries and assess needs during the intake process; develop a plan to address expressed needs
- Refer program beneficiaries to internal and external services
- Provide assistance to program beneficiaries on issues of domestic violence, medical issues, emergency assistance, mental health needs, unemployment applications, addiction services, etc.
- Establish and maintain up-to-date case files; enter data into Salesforce database; produce reports and analyze program results with the goal of improving services
- Coordinate and support onsite events in partnership with local service providers (e.g. flu clinics, health information sessions, tax aid preparation, etc.)
- Work with the FIS Team to establish and expand connections with community agencies and partner organizations
- Supervise volunteers who assist program beneficiaries with document translations, applications, letters & other correspondence

**Qualifications & Skills:**

- Fluency in Haitian Creole and English with demonstrated written and verbal communication skills; Spanish and/or French language proficiency a plus
- 2+ years experience providing social services to clients required
- Familiarity with needs of local Haitian immigrant community required
- Bachelor's degree or equivalent work experience in a social services field preferred
- Strong interpersonal communication skills, as well as confidence and ability to present to groups of people with diverse backgrounds
- Effective and timely task-management skills
- Strong proficiency with Microsoft Office software
- Experience with Salesforce or another database system a plus
- Belief in the organization's mission and goals, with strong commitment to the empowerment of low-income immigrant populations

To apply for this position, please submit your resume and a cover letter to [jobs@b1c.org](mailto:jobs@b1c.org). No telephone calls please.

*Building One Community is an Equal Opportunity Employer*