



FAMILY SERVICES 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 direct support to individual immigrant families in the Stamford area by supporting them to meet their expressed needs. This position requires coordinating with staff members, partner organizations and local agencies to provide support and connect our clients with area services and resources. The ideal candidate will have strong communication and case management skills and be able to work effectively with a culturally diverse population. This 20 hour per week part-time position reports to the FIS Director and involves occasional evening and weekend assignments.

Primary Duties:

- 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

Required Qualifications:

- Bachelor’s degree or equivalent work experience in a social/human services related field required
- 2+ years experience providing social services to clients required
- Fluency in English and Spanish with demonstrated written and verbal communication skills
- 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. Resumes without a cover letter will not be reviewed; no telephone calls please.

Building One Community is an Equal Opportunity Employer