

Case Manager – Lifting Mother’s out of Poverty

Job Description Form



Division/Department	Administration		
Location	2010 Bridge SW, Alb., NM 87105		
Reports to	Laura Fisher-Gallegos	Title	Development Director

Level/Grade	Type of position:	Hours ___40___ / week
5	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt

SUMMARY

Under the direct supervision of the Director of Development, the Case Manager will support low-income pregnant women and mothers with infants by providing case management, resource coordination, and goal-setting support in education, employment, and housing. This role focuses on fostering family stability and self-sufficiency through personalized care and community partnerships.

RESPONSIBILITIES

- Conduct comprehensive in-person intake assessments to evaluate clients' strengths, needs, and challenges.
- Develop individualized service plans with clients, setting goals for education, employment, and stable housing.
- Provide ongoing case management with bi-monthly client meetings to monitor progress and reassess goals.
- Connect clients to community resources for parenting education, financial literacy, job training, and workforce readiness.
- Coordinate access to material support, including emergency financial assistance, tuition assistance, and household supplies.
- Facilitate father engagement training and support family participation in parenting classes and workshops.
- Advocate for clients with service providers and government agencies to secure benefits and essential services.
- Monitor and evaluate client progress using CCUSA and CFPB assessment tools for financial and emotional resiliency.
- Document client interactions, maintain accurate case files, and prepare detailed reports for program monitoring.
- Participate in training on family-centered coaching, the 2Gen approach, and other best practices offered by CCUSA.
- Build and maintain relationships with local health systems, service partners, and governmental agencies to enhance program outcomes.
- Attend staff meetings.
- Responds appropriately to the cultural differences present among the agency’s service population.
- Incorporates and demonstrates the mission, vision, work, core values and activities of Catholic Charities in a positive manner with all staff, clients and the general public at all times.
- Follows the CCUSA Code of Ethics.
- Completes all other duties as assigned
- Reports to the Director of Development

Note: Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

Physical Demands: While performing the duties of this job, the employee is regularly required to sit for long periods of time, use hands to handle, control, or feel objects, tools, or controls, understand the speech of another person, speak clearly, so listeners can understand. The employee is frequently required to walk or stand, reach with hands or arms, climb or balance, stoop or kneel.

The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

Division/Department	Administration		
Location	2010 Bridge SW, Alb., NM 87105		
Reports to	Laura Fisher-Gallegos	<i>Title</i>	Development Director
WORK EXPERIENCE REQUIREMENTS			
<ul style="list-style-type: none"> - Minimum one year experience in case management or social services, ideally working with low-income families or parenting support programs. - Excellent communication, problem-solving, and organizational skills - Strong understanding of resource coordination, workforce development, and client advocacy. - Knowledge of trauma-informed care and evidence-based case management approaches. - Proficient computer skills in MS Office and Windows. - Proficiency in maintaining detailed client records and preparing compliance reports. - Ability to collaborate with service providers, government agencies, and community partners. - Commitment to client confidentiality and ethical standards. - Works professionally & respectfully with subordinates, peers, volunteers and supervisors. - Ability to work independently. - Valid NM Driver's License with clean record. - Knowledge of local social services system preferred. - Multicultural experience preferred. 			
EDUCATION REQUIREMENTS			
<ul style="list-style-type: none"> - BA/BS in Social, Behavioral, or Health Science OR a satisfactory equivalent combination of education and experience. - Bilingual in English/Spanish preferred. 			

Employee's Signature: _____ **Date** _____

THIS SECTION IS COMPLETED BY HUMAN RESOURCE

REVIEWED BY	<i>Title</i>
APPROVED BY	<i>Title</i>
DATE POSTED	
DATE HIRED	