

## CASE MANAGER – FAMILY SERVICES

**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 support immigrant individuals and families by connecting them to B1C programs, area services and other resources with a particular focus on the Haitian Creole speaking immigrant community. 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 full-time position requires on-site attendance and reports to the FIS Director. It 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
- Collaborate with Haitian Creole Navigator, who provides outreach and translation services to the Haitian immigrant community
- 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 language skills a plus
- 2+ years experience providing social services to the immigrant community
- Bachelor’s degree or equivalent work experience in a social services field preferred
- Strong interpersonal communication skills
- Effective and timely task-management skills
- 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*