

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 Services (FS) program assists immigrants with housing, medical and mental health needs emergency assistance 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 Full-time **Case Manager** will support individuals and immigrant families by connecting them to B1C programs, local services, and other community resources. This position requires close collaboration with staff members, partner organizations, and local agencies to ensure comprehensive support. The ideal candidate will have strong communication and case management skills, along with familiarity with the local immigrant community. This Full-Time 40-hour position requires on-site attendance and reports to the Family Services Manager. 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
- Provide assistance to program beneficiaries with food insecurity, domestic violence, medical care, emergency support, mental health services, housing assistance, and other critical needs.
- Connect program beneficiaries to both internal and external services, ensuring access to the appropriate resources and support.
- Establish and maintain up-to-date case files in a timely manner; enter and manage data in the Salesforce database; generate reports, track trends, and analyze program outcomes to enhance and improve service delivery.
- Work with the Family Services team to establish and expand connections with community agencies and partner organizations. Lead outreach efforts, including collaborations with consulates and local service providers, to improve access to critical resources.
- Coordinate and support onsite events in partnership with local service providers (e.g., flu clinics, information sessions, health day event, etc).
- Coordinate the Tax Aid Preparation and Food Pantry Programs including appointment setting, reporting, and interaction with partner organizations.
- Supervise and engage volunteers, including those supporting tax preparation, food pantry operations, and other Family Services events, ensuring they are effectively contributing to program goals and assisting beneficiaries with their needs.

Experience & Skills:

- Fluency in Spanish and English with demonstrated written and verbal communication skills
- 2 years of experience providing social services or case management to the immigrant community

- Bachelor's degree in a social services field preferred.
- Strong multicultural awareness, trauma-informed interpersonal skills, and compassion in working with diverse populations.
- Strong ability to prioritize and complete tasks efficiently, ensuring deadlines are met and projects are delivered on time.
- 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 to jobs@b1c.org. No telephone calls please.

Building One Community is an Equal Opportunity Employer

