

Bilingual Case Manager (Family Advocacy, Special Education, Juvenile Justice):

Who we are:

- We're The Arc of the Capital Area, a local chapter of The Arc of Texas and The Arc of the United States
- We're a registered, 501(c)3 nonprofit organization, serving 17 counties
- We provide case management, art education, pet therapy and family and juvenile transition services to individuals with intellectual and/or developmental disabilities
- We're a diverse, passionate group of 34 staff with a vision that The Arc of the Capital Area is the community's trusted and comprehensive resource for people with intellectual and developmental disabilities. We connect individuals and families to education, work, recreation, and lifelong services so they achieve lives of joy and dignity.

Who you are:

- You embody and embrace our core values, Respect, Joy and Integrity
- You're a strong believer that all people should have the opportunity to live to their full potential and be contributing and active members in their communities, enjoying the greatest possible degree of independence and acceptance in all aspects of their lives
- You are a self-starter and have the ability to stay on task as *you work remotely from home* during COVID-19 restrictions.
- You *have transportation to visit the office on an as needed basis or as requested* to update your client's binders and other program tasks
- You have strong organizational skills and the ability to multi-task
- You are creative in finding and providing resources
- You have critical thinking skills and impeccable follow up skills
- You have the understanding and knowledge of the importance of social services documentation via case noting.
- You are an advocate for maximizing a student or adult's quality of life
- You have a genuine desire to help individuals at all levels of functionality and their families
- You have the creativity to keep clients engaged through all platforms the client wishes to access
- You have basic knowledge of technology; computers, typing, web searching, and virtual platforms such as Zoom, Microsoft Teams, and Google Meet, which are used on a regular basis in this role.

What we need you to do for us:

- We need you to fill the role of **Bilingual Case Manager**
- This is a FULL TIME, NONEXEMPT position.
- You'll wow us by skillfully performing the following key duties and responsibilities;

- Work with both youth and adults with intellectual and developmental disabilities and their families/guardians providing community based case management in Travis County and City of Austin
- Conduct phone call work daily; emails, texts, mailings on a daily basis to create and monitor Individual Service Plans which includes resource building for the client and/or family; providing referrals within the community, educational outreach as necessary and documentation and data tracking
- Coordinate and facilitate the agency's current virtual group calls/video chat weekly to continue engagement and modified social opportunities for clients
- Return to face to face and home visits with clients monthly when COVID-19 restrictions are lifted and deemed safe
- Participate in parent & school meetings via virtual methods
- Attend the Travis County Children's Partnership Collaboration (CPC) meetings representing The Arc under Education once a month via virtual methods, then face to face once COVID-19 restrictions are lifted.

To be successful in this role you will need to:

- Have a Bachelor's degree in Human Services or a related field plus a minimum of 2 years' experience working with individuals with intellectual or developmental disabilities **OR** a high school diploma (or equivalency certificate) plus four years' work experience with individuals with intellectual or developmental disability
- Be **proficient** in Spanish both verbally and written
- Have reliable transportation
- Have reliable internet access
- Participate in 1 social hour per week with clients virtually and by conference call methods until COVID-19 restrictions are lifted and we reinstate face to face social opportunities during the afternoon twice per month and from 5pm- 7pm once per month.(subject to change)

Additional experience that would be helpful, but not required:

- Previous case management, coordination, special education or juvenile justice experience is preferred.

How we will make it beneficial for you:

- We will pay you starting at \$17.00 per hour, plus a bilingual stipend
- We provide a comprehensive benefits plan which includes medical, dental, vision and life insurance and a 403(b) plan
- We'll pay you for our 16 agency holidays
- We understand that you have commitments outside of the workplace, and we'll do our very best to offer you some flexibility in your work schedule
- We'll provide you with an inspiring work environment, that has a great group of people to work with and a place where you'll get to make a difference in people's lives every day

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