Job Title: **FreshStart Case Manager**

Reports to: FreshStart Assistant Director

Hours: Full-Time

Salary: $35,000-$45,000/year

Kelly Center for Hunger Relief is a local, independent nonprofit that has been assisting El

Pasoans in addressing hunger and food insecurity for more than 20 years.

FreshStart is a wrap-around assistance program designed to help individuals and families break dependence on emergency and supplemental food through education on healthy eating and the development of additional human and social capital. The program uses motivational interviewing, on-one-one coaching and case management to empower individuals to take measurable steps toward achieving their top self-sufficiency goals, with added support from in-house programming and related community services.

The FreshStart Program is free for participants, serves more than 300 individuals each year and is a national model for providing “More Than Food” to those experiencing hunger and food insecurity.

**Case Manager Qualifications:**

* Bilingual (English and Spanish) Language Skills are required
* A degree in Social Work (BSW or MSW) or a similar degree related to health and human services is required
* 1+ years case management experience (internship experience qualifies)
* Experience working directly with community members, community organizations, and organization volunteers.
* Experience with vulnerable populations including the homeless, low income, those with mental health needs, etc.
* Must have a valid driver’s license
* Must have reliable transportation

**Essential Job Functions:**

* Building and managing a caseload of FreshStart members including:
	+ Providing holistic and comprehensive client intake and assessments, including crisis intervention as needed
	+ Providing ongoing one-on-one case management and coaching, including as needed follow-up with clients and community partners by phone, email, or text, as appropriate
	+ Supporting program output and outcome tracking and research, including use of program instruments, forms and/or case management software
	+ Acting as a mandated reporter on all incidents of child abuse and neglect
* Supporting the delivery of other aspects of the FreshStart program as needed, including:
	+ Preparation and distribution of monthly boxes of supplemental food/hygiene items for FreshStart Members
	+ Supporting related in-house programming including on-site health/job and resource fairs by setting up class-rooms/event areas, creating and distributing client materials, etc.
	+ And other FreshStart team support, as needed.
* Supporting the development of FreshStart student interns through knowledge sharing, cross-training and coaching, as needed.
* Participating in organization and team management meetings as needed, as well as participation in ongoing professional development opportunities
* Supporting the development of the FreshStart program at pilot locations in the Colonias, etc.

**Essential Skills:**

* Strong verbal and written communication skills
* Strong time management skills
* Strong decision-making and problem solving skills
* Solid organizational skills
* Intermediate knowledge of MS Office applications (Outlook, PowerPoint, Word and Excel)
* Knowledge/experience with electronic case management systems a plus
* Ability to maintain confidentiality and work in a professional manner
* Ability to maintain appropriate client boundaries
* Comfortable working independently and as a team

We count on Kelly team members demonstrating honesty, integrity, empathy, tact, and a general sense of urgency – with a sense of humor a plus!