



## **JOB ANNOUNCEMENT**

### *Bilingual Case Manager – Mandarin Chinese*

#### **NMAFC OVERVIEW:**

The New Mexico Asian Family Center (NMAFC), a 501(c)(3) non-profit organization founded in 2006, provides culturally sensitive programs and services creating a Pan-Asian community that advocates for and supports itself. NMAFC is a community-based organization rooted in social justice working to advance the visibility, rights, and equitable access to services of Asian, Pacific Islander, and Native Hawaiian (APINH) families across the state. Through a root-cause analysis centered in anti-racism, NMAFC intentionally invests in survivor led and centered direct social services, prevention programming and civic engagement work, nurtures spaces for youth and family leadership development, and seeks to ground its services in the traditional modalities of healing through practices that have been with our families across generations.

#### **JOB SUMMARY:**

NMAFC is looking to hire a Mandarin Chinese-speaking Bilingual Case Manager (CM) who will support NMAFC's vision of sustaining holistic, accessible, culturally-tailored, in-language, and trauma-informed services to the APINH population of New Mexico by providing comprehensive, wraparound case management services to individuals and families. This may include assisting clients with applications for public benefits and navigating complex US systems; supporting crime victims and survivors in advocating for their needs and improving their quality of life; providing clients with warm referrals to resources and external services; and connecting clients to NMAFC's programs and other services.

#### **DUTIES & RESPONSIBILITIES:**

##### General

- \* Participate in staff, team, and other applicable meetings
- \* Participate in agency planning and organizational development
- \* Participate in community events and workshops organized by the agency, as appropriate
- \* Appropriately represent NMAFC to the public, key stakeholders, and partners
- \* Establish and manage relationships between staff, partner organizations, contractors, interns, volunteers, and the local community as it relates to job duties
- \* Conduct, track, and report on assigned deliverables
- \* Perform job-related duties as assigned

##### Social Services and Case Management

- \* Service Provision
  - Identify and provide emergency crisis services as needed, making immediate referrals and responding according to accepted crisis intervention methods and techniques
  - Complete new client intakes; conduct service assessments to determine what services are needed and the required frequency of services
  - Assist clients to develop safety plans, goals, and individualized service plans
  - Coordinate and facilitate client access to community and public resources and services (acting as a basic interpreter or bilingual liaison when necessary) including navigating public benefits, immigration options, behavioral health options, legal aid, and other appropriate opportunities; assist clients to identify resources and make contact with social support networks
  - Coordinate and maintain communication with NMAFC's internal teams (Counseling, Legal, Community Engagement, etc.) as it relates to clients receiving NMAFC services
- \* Advocacy and Support



- Guide and provide basic education clients on navigating US systems, requesting interpretation, etc.
- Inform clients about their rights and any resources they are entitled to or eligible for
- Advocate and support clients to reach their goals and become self-sufficient
- \* Documentation and Assessment
  - Document all client encounters and contacts made on behalf of clients; complete activity logs; maintain comprehensive client files according to NMAFC's filing system
  - Assess and monitor client progress; conduct case review with support from other staff
  - Distribute in-language, anonymous service evaluations to clients on a quarterly basis, at minimum; evaluate effectiveness of service plans and goals, readjusting as needed
- \* Other
  - Maintain current information regarding programs and services available to clients
  - File mandatory reports to Child Protective Services (505-841-6100) in the case of suspicion of abuse or neglect of a child through observation or disclosure

*The duties and responsibilities outlined above do not comprise a comprehensive list and are intended to provide a representation of the general nature and level of work performed by an employee in this capacity. NMAFC maintains the right to augment, realign, or remove duties and responsibilities as business dictates.*

**MINIMUM QUALIFICATIONS:**

One to two years of directly-related experience preferably working in a nonprofit or similar capacity. An equivalent combination of education and/or experience may be substituted, as long as it relates to the essential duties and responsibilities.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- \* Working knowledge of anti-oppression framework, and survivor-centered, trauma-informed approaches to care
- \* Working knowledge of local APINH communities and cultures
- \* Working knowledge of general software and an aptitude for learning new applications
- \* Ability to work effectively with a wide range of constituencies from diverse backgrounds relevant to the completion of the work; prioritizes accessibility to community and clients
- \* Ability to work independently and cope with varying demands
- \* Ability to work some evenings and weekends as needed; must be flexible
- \* Ability to gather data, compile information, and prepare reports
- \* Excellent interpersonal and communication skills
- \* Excellent organizational skills; detail-oriented
- \* Responds to situations with consistency and reliability
- \* Demonstrates strong, appropriate personal boundaries
- \* Must be willing to comply with a criminal background check and FBI fingerprint check
- \* Must be willing to comply with confidentiality policies to protect client and staff data
- \* **Must be fluent in Mandarin Chinese**

**REQUIRED TRAINING:**

Full attendance and participation and then regular review thereafter is required for all NMAFC mandatory training and orientations, all required grant training and/or convening opportunities, any identified continuing education, all training specific to the employee's job duties and responsibilities, and any other opportunities as identified.

**SUPERVISION:**

This position is directly supervised and supported by the Director of Social Services or another senior level manager. The position lies within the Direct Services Department.



**WORKING CONDITIONS AND PHYSICAL EFFORT:**

- \* Work is performed in a typical office work environment and directly in the community.
- \* No or very limited physical effort required.
- \* Job involves possible exposure to physical risks due to the nature of crime victim work. Every effort will be made to minimize these risks.

**CONDITIONS OF EMPLOYMENT:**

- \* Position: Full-time, non-exempt with generous benefits (health, dental, vision, short-term disability, life insurance benefits; retirement plan with match; PTO; etc.)
- \* Start Date: Position open until filled; training will likely begin in early January, 2024
- \* Pay: starting at \$20/hour
- \* Hours: 35 hours per week
- \* Review: 6-month probationary period then regular job review will occur on an annual basis

**APPLICATION PROCEDURE:**

- \* Email your resume, a list of 3 references, and a cover letter to the attention of: Amy Pompeo, Operations Manager ([amy@nmafc.org](mailto:amy@nmafc.org)).
- \* Interviews will be conducted via Zoom and/or in-person.

*The NMAFC is an Equal Opportunity Employer and does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.*