



POSITION OPENING

Title: Case Manager
Reports to: Board of Directors
Type: Part-time, non-exempt position requiring 25 hours per week
Location: Charlotte, NC

About Circle de Luz

Circle de Luz is a Charlotte-based non-profit that radically empowers young Latinas by supporting their transformation through extensive mentoring, holistic programming and scholarship funds for further education. We begin working with Latinas in seventh grade and they move through our program as a cohort group until high school graduation. Each Circle de Luz class experiences monthly programs that inspire personal growth, empower them to be more confident and resilient, prepare them for their futures, encourage them to be responsible for their education and well-being, and allow them to contribute to their communities. Upon graduation, each of our program participants (whom we call hijas) receives a \$5,000 scholarship to support her plans for further education. Circle de Luz is committed to providing the highest quality program and the best possible outcomes for the young women we serve, their families, and our community while growing our impact across the city.

Position Summary

The Case Manager will...

- Conduct case management assessments to determine the financial, housing, educational, medical, emotional, and physical needs of the hijas of Circle de Luz and their families.
- Link families to community resources and advocate for or assist the client in obtaining such services.
- Submit timely and accurate case management documentation of all services and client related activities.
- Maintain updated community resource database.
- Other duties as assigned.

Primary Responsibilities

This job description reflects essential functions; it does not prescribe or restrict tasks that may be assigned.

- Establish and maintain a close working relationship with hijas and their families, as well as, other community professionals.
- Establish rapport with hijas and families and addresses their social determinants of health needs by conducting assessments to determine ways Circle de Luz can support their whole health.
- Work with families to develop a case management plan and link them to appropriate services in the community.
- Follow up with families to determine barriers to seeking services and serve as an advocate on their behalf when needed.
- Serve as liaison to Charlotte-Mecklenburg Schools to track hijas' academic progress and to support any identified educational needs.
- Develop and execute appropriate workshops and programs for hijas and their families.
- Educate the community on the needs of the Latino community through partnerships with other agencies and community partners.
- Maintain database of community resources and educate staff and ensure that staff and board are informed.
- As a member of the Leadership Team, contribute to organization-wide planning and regular strategic conversations and solutions on cross-functional issues.

- Partner with the Program and Communications Directors in producing marketing collateral and strategic messaging.
- Support the Program and Communications Director and the board in the execution of programs.
- Assist in supervising collegiate interns.

General Responsibilities

- Embrace and advance the organization's culture of intentional and compassionate leadership, empowerment, vision and innovation, strategic thinking and experience-driven outcomes.
- Create a professional dynamic oriented towards connectedness and completeness in our efforts.
- Develop positive relationships with hijas, their families, mijas, other volunteers, board members, community members and funders.
- Any other duties deemed necessary by the Board of Directors.

Position Requirements

- Bachelor's Degree, preferably in the Social Services.
- At least one year of case management experience.
- Demonstrated track record of achieving goals and leading others.
- Fluency with computer systems, Microsoft Office applications, Google Drive, and case management documentation databases.
- Ability to speak Spanish a plus.

Knowledge, Skills, and Abilities

- High degree of motivation with a proven ability to work independently, meet deadlines, manage multiple priorities, and move work forward on numerous fronts simultaneously while eliciting the confidence of others.
- Deep emotional intelligence with an ability to build trust and relate to our members and their families, our giving circle members and other funders, and our leadership in order to establish and maintain mutually beneficial relationships and achieve goals.
- Ability to thrive in a creative, fast-moving, mission-driven culture.
- Strong initiative and problem-solving skills.
- High degree of detail-orientation and precision.
- Excellent verbal and written communication skills including talent in relationship-building, public presentations, and writing.
- Strong capacity to develop comprehensive and organization building strategies for growth
- Capacity to elicit confidence by leading through the vision and values of Circle de Luz.
- Enthusiasm combined with a genuine commitment to and passion for the mission of Circle de Luz.

Work Environment and Compensation

This position is based in Charlotte, NC and is a part-time, non-exempt position requiring 25 hours of work a week with some ability to work virtually. Some weekend and evening in-person and virtual work is required. Compensation is \$24 an hour for a maximum of 25 hours a week for 50 weeks each year.

Application Instructions

Interested candidates should submit a resume and cover letter, including the names and contact information of three references, with an email subject line of Case Manager (Last Name, First Name) to lorenapriego@circledeluz.org.

We are an equal opportunity employer committed to building an inclusive work environment.