



## Social Services Manager

### About the Organization:

Canal Alliance is a nonprofit champion of immigrants who are challenged by a lack of resources and an unfamiliar environment.

The organization exists to break the generational cycle of poverty for Latino immigrants and their families by lifting barriers to their success.

### Position Summary:

Canal Alliance is seeking a Social Services Manager to join its Immigration and Social Services team. This role ensures that all clients receive appropriate social services, including information/referral, advocacy, basic needs, financial literacy education, housing, and employment and legal referral. The Social Services Manager supervises the delivery of services and oversees the development and maintenance of the services program—including program policies and procedures, assessment and intervention tools. He/she reports directly to the Director of ISS, works within a committed multidisciplinary team and supervises case managers and a behavioral health specialist.

### Essential Functions:

- Responsible for overseeing case management to individuals experiencing multiple challenges including immediate needs, provide information, referrals, linkages, and advocacy to assist clients in accessing local services and resources.
- Develop assessments for clients in the following areas: income, housing, education, work readiness and immigration readiness
- Ensure staff assesses and documents if clients are interested in and eligible for a long-term commitment to attaining English fluency, legal status, and/or the next level of education.
- Monitor progress towards client goals towards achieving agency-wide outcomes and continuous improvement of agency performance
- Serve as Canal Alliance representative at inter- and intra-agency meetings as needed
- Maintain records and data for evaluation purposes
- Develop and maintain working relationships with community agencies.

### Other Responsibilities:

- Other duties as assigned by supervisor

### Education and Experience

- Masters, Social Work (MSW) degree required. Valid and current Licensed Clinical Social Worker (LCSW) certificate (or working to complete certificate) strongly preferred
- 3' + experience working as a case manager in social work
- Trained in Motivational Interviewing, preferred



### **Qualifications- Skills and Knowledge**

- Bilingual in Spanish/English
- Proficiency in community resources, public social service and assistance programs
- Demonstrated proficiency in casework principles and techniques.
- Exceptional problem-solving skills
- Highly skilled in active listening, empathy, client centered, strength-based case management
- Exemplary customer service skills
- Ability to function with minimal supervision, follow directions, handle multiple tasks simultaneously, and manage stressful situations effectively
- Ability to get along with people and establish cooperative working relationships with staff at all levels both within and outside the department
- Strong communication and organization skills
- Proficiency in word processing, spreadsheet, database, presentation and e-mail software
- Strong technical skills, Microsoft Office Suite (Word, Outlook, PowerPoint and Excel).
- Salesforce experience – preferred

### **Compensation**

This is a full-time, exempt position with benefits. We offer a competitive salary with a benefits package that includes 3 weeks paid vacation a year, 12 days of sick leave a year and 100% paid employee medical & dental insurance. In addition, there are 16 paid holidays annually, a 403(b)-retirement plan, a Flex cafeteria plan, long term disability insurance and an employee assistance program.

### **Canal Alliance Equity and Inclusion Statement**

Canal Alliance actively promotes and recognizes principles of fairness, equity, and social justice in relation to, and across, intersections of race, age, color, national origin, ethnicity, citizenship, sex, sexual orientation, gender identity, gender expression, religion, disability, ancestry and all other identities represented among our diverse employees.

### **Application Process**

Please email your resume and cover letter to [HR@canalalliance.org](mailto:HR@canalalliance.org). Only electronic applications will be accepted. (Keep it green!) Please indicate "Social Services Manager– YOUR NAME" in the subject line of your email. Applications without a cover letter will not be considered.