



Social Services Manager Crisis Intervention Team

About the Organization:

The organization exists to break the generational cycle of poverty for Latino immigrants and their families by lifting barriers to their success. Canal Alliance is a nonprofit champion of immigrants who are challenged by a lack of resources and an unfamiliar environment.

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, referrals advocacy, basic needs, financial literacy education, and housing. The Social Services Manager supervises the delivery of services within the Crisis Intervention team and oversees the development and maintenance of the services program—including program policies and procedures, assessment and intervention tools. The manager reports directly to the Senior Social Services Manager, works within a committed multidisciplinary team, and supervises case managers focused on crisis intervention.

Essential Functions:

- Responsible for overseeing case management to individuals experiencing multiple challenges.
- Services offered include immediate needs, information about community resources, referrals and advocacy to assist clients in accessing local services
- Develop assessments for clients in the following areas: income, housing, education, work readiness and access to immigration legal services
- 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.
- Work with community members and other stakeholders to identify necessary programs and services
- Analyze data to determine the effectiveness of programs
- Work closely with the immigration legal services team to stay up to date with policy changes and update our services accordingly
- Serve as Canal Alliance representative at inter- and intra-agency meetings as needed
- Work directly with clients, as needed and/or in emergency situations

Other Responsibilities:

- Other duties as assigned by supervisor

Education and Experience

- Masters Social Work (MSW) degree, or Masters in Public Health Programs (MPH) preferred
- Knowledge and experience in supervision and management
- 2+ years supervising staff preferred
- 3+ years of previous work experience in social work or a similar occupation

91 Larkspur Street
San Rafael, CA 94901
415.454.2640

Canalalliance.org

Qualifications- Skills and Knowledge

- Demonstrate cultural awareness and sensitivity and an ability to work effectively with low-income immigrants
- Proficiency in community resources, public social service and assistance programs
- Demonstrated proficiency in casework principles and techniques
- Bilingual in Spanish/English strongly preferred
- 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
- Strong technical skills, Microsoft Office Suite (Word, Outlook, PowerPoint and Excel) and case management software

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.

By appreciating the importance of inclusion, we acknowledge that the collective and individual talents, skills, and perspectives of our staff foster a culture of belonging, safety, collaborative practice, innovation, and mutual respect. Canal Alliance is committed to the transformation of attitudes and systems that deprive any person or group of these principals.

Application Process

Please email your resume and cover letter to HR@canalalliance.org. Only electronic applications will be accepted. Please indicate “**Social Services Manager– YOUR NAME**” in the subject line of your email. Applications without a cover letter will not be considered.

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