



September 18, 2017

## IMMEDIATE JOB OPENING – **Career Navigator / Case Manager**

Join the leadership team of an innovative collaboration (currently in its pilot phase) aimed at training, mentoring and lifting the employable skills of young adults between 18 – 30 years old through quality jobs in the health-care sector. It is an innovative public-private community initiative empowering the transformation of under-resourced youth in Dallas while addressing the significant need for qualified middle-skills employees in the healthcare industry. It is the intersection of an economic necessity and a moral imperative.

The Pathways in Healthcare program is an initiative spearheaded by Serve West Dallas, a 501(c)3 gospel-centered, nonprofit organization, and its partner Anthem Strong Families (ASF). ASF is a non-profit organization committed to providing cost-effective, equipping approaches to family members who desire to form and sustain healthy, vibrant and long-lasting relationships.

The **Career Navigator/Case Manager** will serve as the day-to-day point person for the Pathways Fellows (approximately 15 per session), guiding them through all aspects of the program and ensuring that they have all of the tools needed to succeed. The **Career Navigator/Case Manager** will also act as the key liaison and directly interface with the job provider, Baylor Scott & White, as Fellows begin their new vocational journey. Documentation of successes and failures, as well as course correction efforts, will be a large part of moving the program from the pilot phase into full implementation. This is a great opportunity to combine social work, health care, training, mentoring and personnel skills into a job that has direct impact on poverty alleviation and family transformation.

## EDUCATION & EXPERIENCE

- Bachelor's degree in Social Work or related field with at least five years of demonstrated experience using a case-management style approach. Nursing credentials and/or experience working in a health-care setting is beneficial.
- Ability to provide comprehensive case management services to all clients including: intake assessment, benefit assessment, goal setting, long-term case plan development, weekly case plan development, progress monitoring, individual behavioral assessment, advocacy and referrals.
- Strong interpersonal, approachability, and follow-up skills and demonstrated ability to interact and influence face to face personally, and in a group setting.
- Strong knowledge of target community culture and resources, and, preferably, counseling/social work practices with high-risk, culturally-diverse, and/or crisis

populations. Must be able to work in a variety of settings with diverse families and demonstrate cultural sensitivity as and when appropriate to do so.

- Strong administrative, managerial, and organizational skills that include detailed planning, organizing, mobilizing, reporting and course correction as needed.
- Excellent written and verbal communication skills in both English and Spanish (strong conversational). The Pathways pilot is primarily focused in the West Dallas area where the population demographic is more than 70% Hispanic.
- Strong ability to establish rapport and communicate with people of all ethnicities and socio-economic levels while remaining culturally sensitive and confidential when appropriate.
- A self-starter and natural motivator who can work both independently and collaboratively with little supervision. The ideal candidate will display a non-judgmental approach that combines strong sense of focus, task-orientation, and the ability to implement and instill clear boundaries.
- Proven supervisory and volunteer management skills.
- Strong knowledge of computer software including but limited to Salesforce (preferred), and the Microsoft Office suite of products to create, document, and monitor client evaluations, client contact sheets, and client assessments
- Candidate must have the ability to legally operate a motor vehicle and to provide own transportation to and from various training and work sites.

## COMPENSATION

- Based on level of education achieved and experience.

## HOW TO APPLY

- Qualified applicants are invited to send a cover letter and resume to **REPLY@anthemstrongfamilies.org**.

MORE ON PATHWAYS - <http://www.servewestdallas.org/project/employment/>

## QUALIFICATION CRITERIA FOR PATHWAYS FELLOWS

***Help us spread the word if you know anyone who might qualify as a Fellow!***

- Motivation and desire to train for a long-term career in healthcare.
- High school graduates looking for a ways to engage higher-paying, career-progression work.
- Location: documented home residence in one of the following zip codes -
  - 75212, 75208, 75211, 75233, 75236, 75237, 75232
- Age: 18 – 30 years old
- Education Requirements: High School Diploma or GED
- Citizenship: US citizens, Green Card and qualifying VISA holders
- Clearances: criminal background check, drug/tobacco test, no DCCCD holds
- For details on this NEXT Informational Meeting or for program questions, please contact Shuntay Ward (shuntayw@anthemstrongfamilies.org)