

Job Title: Case Manager

Organization: Northside Inter-Community Agency (NICA)

Location: 1600 Circle Park Blvd, Fort Worth, TX 76164

Created: June 4, 2024

#### About NICA:

Northside Inter-Community Agency (NICA) is a non-profit organization that has been serving the community for 55 years. We are dedicated to providing essential goods and services to individuals and families in need, to help alleviate the cycle of poverty. We offer resources such as food, clothing, financial support, and advocacy to empower our clients and improve their quality of life. Our mission is rooted in compassion and respect to maintain the dignity of every individual we serve.

#### Position Overview:

NICA is seeking a dedicated bilingual Case Manager to work directly with individuals and families facing crises and challenges. The Case Manager will be responsible for assessing client needs, developing service plans, and connecting clients with resources and opportunities to meet their immediate and future requirements. The ideal candidate will exhibit compassion, empathy, and a commitment to serving others.

#### Key Responsibilities:

- Initiate and set goals for clients based on organizational objectives and crisis intervention principles.
- Develop service plans with attainable goals, actions, and deadlines to address client needs and strengths.
- Evaluate client progress and performance, identifying opportunities for improvement and efficiency.
- Prepare detailed reports to track client progress, issues, and program outcomes.
- Ensure program operations adhere to legal guidelines, code of ethics, and internal policies.
- Communicate effectively with senior management, providing accurate and timely updates on program activities and performance.

Requirements:

- Bachelor's degree in Social Work or a related field.
- Fluency in English and Spanish
- Knowledge of performance evaluation techniques and key metrics.
- Working knowledge of MS Office and program management software.
- Strong organizational and communication skills.
- Analytical mindset with problem-solving abilities.

Work Hours and Salary:

- Full-time position with an annual salary based on skills, experience, and current average pay rate.
- Work hours are primarily T- F, 8:30 am to 5:00 pm, with some evening hours and weekends required as needed for evening/weekend activities.

How to Apply:

Please submit a resume and cover letter outlining your qualifications and experience to [tiffany@nicaagency.org](mailto:tiffany@nicaagency.org). In your cover letter, please include details about your relevant experience in case management and your commitment to serving individuals and families in need.

**\*\*Deadline for Applications:\*\***

06/18/24

Equal Opportunity Employer:

NICA is an equal opportunity employer and is committed to diversity and inclusion in the workplace. We encourage applications from individuals of all backgrounds and strive to create a welcoming and supportive environment for all employees.