

Bilingual Outreach Case Manager

Full-time, \$23.25-\$25.50/hr

Overview: This position is responsible for the outreach, intake and case management services of Topeka Habitat for Humanity's repair programs. As the first point of contact for several of Topeka Habitat's programs, including the Aging in Place program, this role is vital to ensuring a smooth workflow, holistic client services, and quality service delivery. This position works directly with the public, strong people skills are required. A background in social service and/or working with vulnerable populations is highly desirable. This position requires the ability to speak, read and write in both English and Spanish.

Job Duties:

- Serve as a staff liaison to other community organizations, as requested, to gather and disseminate information regarding Topeka Habitat for Humanity's programs.
- Review applications, schedule follow-up appointments and coordinate referrals.
- Maintain accurate data. Report on data, grant metrics and outcomes.
- Maintain up-to-date record keeping and ensure client files are complete.
- Work closely with the Topeka Habitat Repairs Manager to coordinate repair projects, develop a scope of work, manage and communicate project timelines, and maintain consistent communication with clients.
- Attend housing assessments with the Repairs Manager and visit client homes.
- Coordinate opportunities and events for clients to benefit from community resources and education.
- Work with leadership to develop new strategies and advocate for affordable housing in our community and equitable access to basic needs.
- Work with staff to assist with outreach, volunteer opportunities, communication, and resource development for program needs. Provide outreach specifically for Spanish speaking populations.
- Answer incoming phone calls and direct calls needed.
- Assist with the translation of documents as needed.
- Provide great customer service to clients, volunteers, donors and community partners.
- Participate as an active and contributing member of a team to achieve organizational goals.

Skills and Qualifications:

- Must be bilingual, proficient in English and Spanish.
- Experience providing client-led case management services and referrals.
- Experience working with the aging population, people with disabilities, or other vulnerable populations.
- Appropriate computer skills to effectively use: Microsoft Office, databases, file-sharing and other systems as needed.
- Excellent communications skills with individuals and groups. Strong written and verbal communication.
- Must be reliable and have a strong commitment to follow through.
- Ability to think critically and prioritize tasks.
- Ability to pass a background check.
- Valid driver's license, access to a vehicle, and auto insurance.
- Personal and social awareness of complex systems and structures that promote, support, or facilitate racial, social, and economic injustice and a driving passion to dismantle and rebuild these systems for the benefit of disenfranchised individuals, families, and communities.
- A strong commitment to the mission of Topeka Habitat and our core values, which include:
 - Humility** – We are part of something bigger than ourselves
 - Courage** – We do what is right, even when it is difficult or unpopular
 - Accountability** – We take personal responsibility for Habitat's mission

Physical Demands: The physical demands described here are representative of those that an employee may encounter while performing the functions of this job. Individual will sit and stand as needed. The position will require walking on uneven terrain and meeting people in their homes. Individual will reach above shoulder heights or below the waist and lift as required to file documents or store materials throughout the workday.

Benefits: This is a full-time, non-exempt position. The pay range is \$23.25 - \$25.50 per hour or approximately \$46,000-\$50,500 annually. Pay will be based on experience and qualifications.

- 100% employer paid medical and dental insurance for all full-time positions at no cost to the employee.
- Affordable medical and dental coverage for dependents and partners.
- 100% employer paid life insurance for all full time employees.
- Generous paid vacation, medical leave, holiday pay, and parental leave.
- Retirement plan with a 3% match by employer.
- Access to free EAP services.
- Professional development opportunities
- 38hr work week

To Apply: Submit a **cover letter and resume to Nikki MacMillan, coo@topekahabitat.org**. The subject line of your email should read, “**Outreach Case Manager application from [Your Name]**”. Applications will be **accepted until July 15, 2024**.

EOE Statement: *Topeka Habitat for Humanity is an equal opportunity employer and seeks to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve national guard status, or any other status or characteristic protected by law*

About Topeka Habitat for Humanity: *Topeka Habitat is a non-profit, community housing development organization. For 40 years, Topeka Habitat has brought people together to build homes, strength communities, create stability through shelter. Safe, decent and affordable shelter plays a critical role in helping individuals and families thrive. At Topeka Habitat, we build and repairs homes in partnership with those we serve, volunteers, donors and local businesses. All of these efforts are additionally supported by the Topeka Habitat ReStore, located at 121 NE Gordon, which sells donated home improvement items at a discount to raise funds for Topeka Habitat. Topeka Habitat values an inclusive environment with a diversity of staff, homeowners, and partners. Therefore, we are seeking applicants who reflect many of the identities of the communities we serve. People of color, people living with disabilities, first-generation college graduates, LGBTQIA+, and immigrants to the United States are especially encouraged to apply. For more information on what we do visit www.topekahabitat.org*

Safeguarding Statement: *Topeka Habitat for Humanity requires that all employees take seriously their ethical responsibilities to safeguarding our intended beneficiaries, their communities, and all those with whom we work. Managers at all levels have responsibilities to support and develop systems that create and maintain an environment that prevents harassment, sexual exploitation and abuse, safeguards the rights of beneficiaries and community members (especially children), and promotes the implementation of Habitat for Humanity’s code of conduct.*