

The Latino Commission / Entre Familia Outpatient

Case Manager

Position Title: Case Manager

Reports to: Program Director and Clinical Supervisor

FTE: Full-Time (1.0 FTE)

Pay: \$25–\$30 per hour based on experience

Location: Entre Familia Outpatient Facility + occasional community-based services

Language Requirement: Bilingual Spanish–English strongly preferred

Position Overview:

The Case Manager provides family-centered case management, resource connection, and supportive navigation services to youth participants and their families engaged in the *Panche Be Project*. The Case Manager bridges behavioral health, community, educational, and social service resources to address complex needs through a culturally grounded and healing-centered approach.

Core Responsibilities:

- Conduct initial and ongoing non-clinical needs assessments and case planning with youth and families.
- Provide emotional support and linkage to mental health, substance use disorder (SUD) services, primary care, educational support, and community-based resources.
- Coordinate transportation support (including van service, MUNI passes, and Uber for emergencies) to ensure program accessibility.
- Facilitate culturally responsive support groups and wellness activities as needed.
- Document case notes, referrals, service outcomes, and participant progress in compliance with HIPAA standards.
- Maintain collaborative relationships with the internal program team and external partners.
- Participate in monthly case conferences, clinical training, and supervision.
- Assist with discharge planning to ensure continuity of care and successful transitions.
- Maintain annual training and continuing education requirements to ensure appropriate care for clients and the workplace

Qualifications:

- 1–2 years of minimum case management, community navigation, or related experience with youth and families.
- Knowledge of trauma-informed, healing-centered, and culturally specific approaches.
- Strong understanding of San Francisco community resources and services for immigrant, Latino/a/e/X, and Mayan families.
- Ability to work independently while being part of a collaborative team.
- Familiarity with database entry, service tracking, and confidential information management.

- Willingness to work occasional evenings and participate in community events.
- CPR & First Aid Trained & Certified

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