LATINO CONNECTION FOUNDATION

Case Manager

Full-Time | Experienced Human Services Professional

Reports to	Executive Director or designee
Classification	Part-Time, Non-Exempt:
Location	Harrisburg, Pennsylvania; community-based and regional travel as assigned
Schedule	Part-time; some evening or weekend availability may be required
Compensation	$18.50-25.00/hr
Status	At-will employment, subject to applicable law and LCF policy

Position Summary

Latino Connection Foundation (LCF) seeks an experienced, compassionate, and resourceful full-time Case Manager to provide person-centered, trauma-informed, culturally responsive support to individuals and families with complex needs. The Case Manager will assess strengths and barriers, develop individualized service plans, coordinate care, connect participants to community resources, advocate across systems, and support progress toward housing stability, health, employment, economic mobility, and long-term self-sufficiency.

The successful candidate will be comfortable serving diverse populations, including children ages 5–15; youth and young adults ages 16–24; older adults; people experiencing mental health challenges; LGBTQI+ individuals; people returning from incarceration; individuals and families experiencing homelessness or housing instability; and participants seeking workforce-development and economic-advancement support. The Case Manager must approach every participant with dignity, confidentiality, accountability, and respect for individual choice.

About LCF

LCF strengthens marginalized communities by connecting individuals and families to needed resources while nurturing future leaders. Its integrated Housing • Health • Opportunity framework advances Affordable Housing, Public Health and Access, and Workforce Development and Economic Advancement. LCF programs and developments incorporate wraparound services designed to reduce barriers and build sustainable pathways toward self-sufficiency.

Essential Duties and Responsibilities

Participant Engagement and Assessment

- Conduct timely intake, screening, comprehensive biopsychosocial or needs assessments, and reassessments consistent with program and funder requirements.
- Build trusting, professional relationships through trauma-informed, person-centered, strengths-based, culturally responsive, and affirming practices.
- Identify immediate safety, behavioral-health, housing, health, income, employment, transportation, food, benefits, legal, family, and social-support needs.
- Explain program requirements, participant rights, confidentiality, grievance procedures, available services, and informed-consent expectations.

Individualized Service Planning and Case Coordination

- Collaborate with each participant to establish clear, measurable, realistic goals and an individualized service or stability plan.
- Coordinate referrals and warm handoffs to behavioral health, primary care, aging services, housing, homelessness-prevention, benefits, workforce, education, legal, reentry, transportation, food, and other community supports.
- Maintain consistent participant contact; track progress, barriers, missed connections, service utilization, and goal completion; revise plans when circumstances change.
- Convene or participate in multidisciplinary case conferences, care coordination meetings, and discharge or transition planning when appropriate and authorized.
- Support participants with applications, documentation, appointment preparation, system navigation, advocacy, and reasonable follow-up without creating dependency.

Housing Stability and Homelessness Prevention

- Assess housing instability, homelessness risk, tenancy barriers, household resources, and immediate shelter or safety needs.
- Assist with housing searches, landlord communication, reasonable-accommodation requests, rental and utility assistance referrals, eviction-prevention resources, shelter diversion, and housing-retention planning.
- Coordinate with property managers, housing counselors, shelters, public agencies, healthcare partners, and community providers while protecting participant confidentiality.
- Promote housing readiness and retention through budgeting, tenant education, crisis planning, and connection to ongoing supports.

Behavioral Health, Aging, LGBTQI+, and Reentry Support

- Recognize signs of mental health distress, substance-use concerns, cognitive or functional changes, abuse, neglect, exploitation, suicidality, or other urgent risk and follow LCF's safety, reporting, and emergency procedures.
- Provide affirming and nonjudgmental support to LGBTQI+ participants and help connect individuals to welcoming, competent providers and resources.
- Help older adults and caregivers navigate aging, disability, healthcare, benefits, transportation, food access, social isolation, and community-based support systems.

- Support returning citizens with identification, benefits, housing, supervision requirements, behavioral healthcare, family reunification, workforce preparation, and community reintegration.
- Maintain appropriate professional boundaries; this role coordinates services and provides supportive case management but does not replace licensed clinical treatment or legal advice.

Children, Youth, and Young Adult Support

- Provide developmentally appropriate, strengths-based case management to children ages 5–15 and youth and young adults ages 16–24.
- Engage parents, guardians, caregivers, schools, mentors, and service providers when appropriate and authorized, while respecting participant rights, confidentiality, and family circumstances.
- Connect young people to academic support, mentoring, leadership development, recreation, behavioral health, healthcare, transportation, food, housing, benefits, college access, vocational training, employment, and other age-appropriate resources.
- Recognize and respond to indicators of abuse, neglect, exploitation, trafficking, bullying, unsafe housing, family instability, self-harm, or other risks in accordance with mandated-reporting and emergency procedures.
- Support older youth and young adults with transition-age planning, independent-living skills, identity documents, education, employment, financial literacy, housing stability, and connections to supportive adults.

Workforce Development and Economic Mobility

- Assess employment readiness, transferable skills, education, credentials, digital access, transportation, childcare, justice-system barriers, and other factors affecting employment.
- Connect participants to job-readiness programs, training, credentialing, education, career coaching, employers, financial coaching, and public benefits.
- Assist with resumes, applications, interview preparation, workplace-readiness planning, and job-retention supports within program scope.
- Coordinate benefits and employment planning to help participants understand how income changes may affect eligibility and household stability.

Documentation, Data, and Compliance

- Complete accurate, objective, timely case notes, assessments, service plans, referrals, releases, incident reports, outcomes, and closure documentation in required systems.
- Maintain complete, secure, audit-ready participant files and comply with confidentiality, records-retention, grant, contract, and organizational requirements.
- Collect and validate demographic, service, outcome, and performance data; contribute to quality improvement and funder reporting.
- Protect personally identifiable and health-related information and share information only as authorized or legally required.

Community Partnerships and Team Collaboration

- Develop and maintain current knowledge of regional services, eligibility requirements, referral procedures, waitlists, and points of contact.

- Cultivate professional relationships with housing, healthcare, behavioral health, aging, LGBTQI+, reentry, workforce, benefits, legal, faith-based, and other community partners.
- Represent LCF professionally at community meetings, outreach events, resource fairs, and partner convenings.
- Participate in supervision, team meetings, training, case review, program planning, and cross-pillar initiatives.
- Perform other related duties reasonably assigned to advance LCF's mission and participant outcomes.

Required Qualifications

- Bachelor's degree in social work, psychology, counseling, human services, public health, sociology, criminal justice, gerontology, rehabilitation, or a closely related field; equivalent combinations of relevant education and substantial experience may be considered.
- At least three years of progressively responsible case-management, care-coordination, housing-navigation, workforce-development, reentry, behavioral-health, aging, homelessness, or related human-services experience.
- Demonstrated experience supporting people with complex, intersecting needs and working effectively across multiple service systems.
- Working knowledge of trauma-informed care, motivational engagement, crisis recognition, professional boundaries, confidentiality, documentation, and mandated-reporting responsibilities.
- Strong written and verbal communication, organization, follow-through, problem-solving, advocacy, and conflict-de-escalation skills.
- Ability to manage a diverse caseload, prioritize urgent needs, meet deadlines, work independently, and collaborate across teams.
- Competence using Microsoft Office or Microsoft 365, email, virtual meeting platforms, databases, and electronic case-record systems.
- Ability to travel locally and regionally to participant homes, housing sites, community settings, partner offices, and meetings; valid driver's license, reliable transportation, and automobile insurance may be required based on assignment.
- Successful completion and maintenance of a Pennsylvania Child Abuse History Clearance through ChildLine and an FBI fingerprint-based background check, as required for work with children and youth.
- Ability to satisfy any additional criminal-history checks, clearances, health screenings, or other requirements imposed by law, funders, contracts, or assigned populations.

Preferred Qualifications

- Experience working across several of the following areas: children ages 5–15; youth and young adults ages 16–24; mental health; aging; LGBTQI+ services; workforce development; reentry; housing; homelessness prevention; benefits; or community-based care coordination.
- Strong knowledge of community resources in Harrisburg, Dauphin County, Central Pennsylvania, and/or other LCF service areas.
- Bilingual proficiency in English and Spanish is a plus but is not required.
- Master's degree or relevant professional credential, certification, or specialized training.

- Experience with HMIS, coordinated entry, housing databases, workforce systems, care-management platforms, or grant-funded outcome reporting.
- Training in Mental Health First Aid, suicide prevention, motivational interviewing, harm reduction, de-escalation, trauma-informed care, aging, reentry, fair housing, or LGBTQI+ cultural responsiveness.

Core Competencies

- Participant-centered service and respect for self-determination
- Cultural humility, inclusion, and LGBTQI+-affirming practice
- Trauma-informed engagement and crisis awareness
- Resource navigation, systems advocacy, and collaborative problem-solving
- Clear documentation, data integrity, confidentiality, and accountability
- Sound judgment, professional boundaries, adaptability, and emotional resilience
- Teamwork, relationship building, and commitment to LCF's mission

Working Conditions and Physical Requirements

This position includes office, remote, housing-site, participant-home, and community-based work. Duties may involve prolonged computer use; frequent communication by phone, video, and in person; travel between service locations; and occasional attendance at evening or weekend activities. The employee must be able to perform the essential functions of the position, with or without reasonable accommodation. Specific requirements may be adjusted to reflect the final assignment and work setting.

Performance Expectations

- Timely engagement, assessment, service planning, referral follow-through, and case closure.
- Complete, accurate, compliant, and audit-ready documentation.
- Measurable participant progress in housing stability, health access, employment, income, benefits, and other individualized goals.
- Effective crisis response, risk escalation, collaboration, and communication.
- Strong participant experience, community-partner relationships, and contribution to program improvement.

Equal Employment Opportunity and Accommodation

Latino Connection Foundation is an equal opportunity employer. LCF considers qualified applicants without discrimination based on race, color, religion, creed, national origin, ancestry, sex, pregnancy, sexual orientation, gender identity or expression, age, disability, genetic information, veteran status, marital or familial status, or any other status protected by applicable law. LCF is committed to an inclusive workplace and will provide reasonable accommodations to qualified applicants and employees with disabilities, as required by law.

Acknowledgment

This job description summarizes the primary duties and qualifications of the position. It is not intended to be an exhaustive list or an employment contract. Responsibilities may change based on organizational needs, funding requirements, and applicable law.

Employee name	
Employee signature	**Date:**
Supervisor signature	**Date:**
Effective date	