



## **BILINGUAL (ENGLISH/SPANISH) CASE MANAGER**

### **ORGANIZATION OVERVIEW**

Team IMPACT is a national nonprofit that promotes healthy social and emotional development for children living with serious and chronic illnesses. by matching them with a local college athletic team. The team provides an extended support network for the children and their families using a strengths-based, future-focused perspective. This two-year therapeutic mentoring program provides children with a true sense of belonging and focuses on building confidence and resilience while encouraging healthy behaviors.

To date, Team IMPACT has matched over 2,200 kids on over 750 campuses, and 60,000 student athletes have participated in the program. Founded in Boston in 2011, Team IMPACT has since grown to have regional offices in Philadelphia, Los Angeles, and Chicago, with plans for additional regions being added in 2021 and beyond.

### **POSITION SUMMARY**

Case Managers manage the relationships between families and their teams, providing clinical guidance, psychoeducation, and therapeutic support at every stage of the Team IMPACT journey. Each relationship starts with the Case Manager understanding each family - their child's diagnosis, the challenges they've faced and how a mentoring relationship might provide benefits. From there, Case Managers create a 'game plan' of social-emotional goals that are tailored to the specific needs of each child. In addition to providing therapeutic and clinical support, Case Managers participate in creating moments of pure joy for the children in our program, like attending games, having teammates attend birthday parties and school events, or video chatting during clinic visits and hospital admissions. The Case Manager is the main point of contact that ensures this community of mentors is able to support their teammate and their family when they need it most.

Reporting to the Director of Clinical Services, the Bilingual Case Manager will work with a caseload of participating Spanish-speaking families and teams who are located throughout the United State and will primarily communicate with participants via telephone, email, and other virtual platforms, with some in-person interaction when possible. The Bilingual Case Manager will participate in program development initiatives and will inform the organization's strategy around language integration with a focus on cultural competency

### **KEY RESPONSIBILITIES**

- Conduct comprehensive psychosocial assessments upon intake in order to assess program eligibility and inform match-up process with appropriate team

- Provide ongoing match support to identify and operationalize goals based on general program domains – empowerment, resilience, socialization, healthy behaviors - and assess progress and/or improvement.
- Ensure that the quality of match is maintained throughout the duration of the relationship and that the child is provided with active and consistent socialization.
- Educate match participants on elements of positive relationship building, child safety, and youth development.
- Facilitate and/or participate in virtual engagement activities with match participants.
- Identify and address barriers or challenges to a successful match and develop strategic interventions to identify and strengthen match relationships that require extra support.
- Execute program evaluation strategy through use of self-report surveys administered at key intervals.
- Develop and recommend evidence-informed activities for match participants to utilize in building rapport and working towards their individual therapeutic goals.
- Participate in ongoing program development and quality improvement projects within Case Management team.
- Collaborate with regional staff, as well as Development and Marketing teams to ensure smooth transitions across functions and assist the organization in achieving brand awareness, referral, and fundraising targets.

## **QUALIFICATIONS:**

Required: A Master's degree in Social Work (MSW) or a Child Life certification (CCLS).

As incoming Case Manager, you will possess many, though perhaps not all, of the following characteristics and qualifications:

- Outstanding written and verbal communication skills including effective presentation skills, active listening habits and strong conversational skills
- Excellent psychosocial assessment skills and ability to develop and evaluate client's progress towards therapeutic goals
- The ability to establish trust and rapport with key constituents
- Sound judgment and decision-making skills
- Comfort working with clients via telephone and email
- Strong organizational and documentation skills
- Detail-oriented
- Comfortable working independently and as part of a team
- Ideal candidates will be driven by the quantitative metrics and goals associated with the role and the qualitative, personal experience and satisfaction of each child and team in our program.
- Highly collaborative with ability to manage the involvement of multiple internal and external stakeholders in order to achieve goals.
- Belief in Team IMPACT's mission, the power of team, and the power mentoring.
- Spanish language fluency required.

## **BENEFITS**

Team IMPACT offers a competitive salary and benefits, including health insurance, 401k w/match, and a generous PTO structure, and position title(s) that are all commensurate with experience and skills. Team

IMPACT's main headquarters are in Marina Bay in Quincy, Massachusetts, a few miles outside of Boston. This position is currently remote due to COVID-19, however upon return to the office, this position will require work to be performed at our main office.

Team IMPACT was certified as a Great Place to Work in 2021, the global authority on workplace culture. Come join our amazing team! [Working at Team IMPACT | Great Place to Work®](#)

## **HOW TO APPLY**

Please email a resume and cover letter, outlining how your skills and experience meet the qualifications of the position and stating how you heard about this opportunity, in Word or PDF format, to [Careers@TeamIMPACT.org](mailto:Careers@TeamIMPACT.org). Materials can be addressed to Rachel Rogovin, Director of Clinical Services. Applications for this position will be reviewed on a rolling basis.

Team IMPACT is committed to advancing health equity and cultivating an environment where diverse perspectives and backgrounds are embraced. Building a diverse team in every sense of the word allows us to make better decisions, build a strong organization, and better serve all our communities. To that end, we welcome a diverse pool of applicants, and we encourage everyone to bring their authentic selves to this hiring process and to their role at Team IMPACT.