Partnerships for Trauma Recovery
Job Description: Bilingual (Spanish) Case Manager
Location: Berkeley, California (Hybrid) Employment
Type: Full-Time, Regular

Partnerships for Trauma Recovery (PTR) is a 501(c)(3) nonprofit organization dedicated to healing the psychosocial and psychosocial impacts of trauma among survivors of international human rights abuses, forcibly displaced resulting from war, torture, and persecution related to identity and beliefs, gender-based violence and other forms of interpersonal violence. PTR provides culturally and contextually responsive, trauma-informed and linguistically accessible psychological and psychosocial care for asylum seekers and refugees from around the world.

POSITION OVERVIEW

The *Bilingual Case Manager* will be joining a dynamic nonprofit organization working at the juncture of global mental health and human rights and will provide case management services for refugees and asylum seekers from different countries around the world in collaboration with a multidisciplinary team providing direct services. This full-time position reports to the Program Manager and is grant funded and contingent on ongoing funding. As part of the Psychosocial Care Program, the *Bilingual Case Manager* will utilize strength-based case management model and support clients with navigating medical, legal and social services as well as help establish collaborative partnerships with agencies, community members, and partner organizations in order to increase clients' access to support for their varied essential needs.

In addition to experience providing trauma-informed and culturally responsive case management services for immigrants from different countries, this position requires flexibility, creativity, resourcefulness and independence. Essential for this position is a sustained commitment to advancing anti-racism, social justice and human rights, with a focus on the needs of forcibly displaced communities seeking greater safety and dignity in the United States.

ROLES & RESPONSIBILITIES

The roles and responsibilities of the *Case Manager* will include the following:

Provision of Psychosocial Care & Case Management (90%)

- Provide direct case management services to refugee and asylum-seeking individuals, families, and groups within a 12- to 24-week comprehensive case management model.
- Use a strengths-based, client-centered, trauma-informed approach to assess clients' psychosocial needs, capacities, priorities, and resources.
- Work with clients to complete intake assessments and develop individualized intervention plans that support healing and increase access to social services and resources.
- Provide tailored case management and advocacy, connecting clients to community resources that address medical, legal, housing, social, economic, employment, and educational needs, including public benefits and financial assistance.

- Manage complex cases involving multiple, overlapping needs, such as acute mental health concerns, housing instability, legal and immigration issues, medical needs, and financial hardship.
- Provide brief supportive and crisis-stabilization emotional support, assess risk and safety, and refer clients internally for ongoing mental health support as needed.
- Coordinate care across multiple providers and systems, and advocate for clients facing systemic barriers to access.
- Consult with the Program Manager and Clinical Director on high-risk or complex cases.
- Participate in ongoing community needs assessments to develop and implement group programming that is community-driven, culturally attuned, and representative of PTR's diverse migrant communities.
- Distribute basic needs support, such as hygiene kits, food pantry access, and cash assistance when available.
- Collaborate with psychological, psychiatric, and community outreach providers to support overall client care.
- Participate in client care team meetings, case consultations, supervision, partner meetings, and trainings.
- Work with interpreters to provide linguistically accessible services.
- Complete case notes, documentation, and data collection in Salesforce according to agency guidelines, maintaining client confidentiality. Contribute data and narratives to funder reports, including ORR reporting requirements.

Community Collaboration & Other Responsibilities (10%)

- Facilitate or co-facilitate psychoeducational groups, educational workshops, and peer-led support groups that offer collective healing spaces for trauma survivors, leading or supporting at least one per quarter.
- Represent PTR to community members, partners, and organizations to engage in consultative processes to assess community needs and capacities, as well as disseminate information about PTR's services.
- Contribute to the improvement and expansion of PTR's psychosocial care programming through enhanced case management, partnership development, and referrals to the community. Support the development of formal working relationships and referral procedures with existing partners.
- Contribute to service mapping efforts and develop new collaborative working relationships with a variety of support networks, service providers, and government and community resources in alignment with the global cultural, contextual, and linguistic needs of client communities.
- Engage in new programming initiatives and partnerships as they arise and identify opportunities for psychosocial care program development.
- Complete data reporting and administrative tasks, attend PTR staff activities and events, and perform other duties as assigned.

QUALIFICATIONS

Required Education & Experience

- Associate Social Worker (ASW) preferred; master's degree in psychology or Sociology, or bachelor's degree in social work, Public Health, International Studies, or a related field required
- 2+ years of experience providing trauma-informed psychosocial care and/or case management support to marginalized communities, particularly immigrant populations
- Experience working cross-culturally with immigrant communities or internationally with marginalized and oppressed populations
- Experience working collaboratively within multidisciplinary teams
- Fluency in English and Spanish

Preferred Experience

- Experience working with asylum seekers and/or refugees strongly preferred
- Experience working with adults who are victims of domestic violence / intimate partner abuse
- International work, study and/or living experience

Competencies & Interests

- Global cultural & contextual awareness for working collaboratively with internationally diverse clients & staff and a demonstrated commitment to global social justice and human rights
- Strong administrative & organizational skills
- Capacity for self-reflection, humility, respect for difference & ability to manage disagreement
- Flexibility, patience & ability to adapt to developing program needs
- Maturity, initiative, resourcefulness & ability to creatively problem-solve
- Strong desire for personal & professional growth
- Comfort with a culture that embraces constructive conflict
- Proficiency with MS Office Suite and Google Suite

Salary & Benefits

- $60,000-$70,000 Annual Salary
- Health, dental, and vision Insurance
- Vacation, paid holidays, and sick leave
- Professional development allowance
- 401k retirement
- Flexible hybrid work schedule

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this job. They are not intended to be an exhaustive list of duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties, and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

If interested, please submit the following to jobs@traumapartners.org with the subject "Application for Bilingual Case Manager": 1) a cover letter, and 2) your most recent curriculum vitae or resume. Applications will be reviewed on a continuous basis until the position is filled. To learn more about Partnerships for Trauma Recovery, please visit our website at www.traumapartners.org. PTR is committed to creating a diverse workplace that reflects the nature of our work as well as our international client population. BIPOC, LGBTQ and immigrant candidates are strongly encouraged to apply.

Partnerships for Trauma Recovery is an equal employment opportunities (EEO) employer and does not discriminate on the basis of ancestry, age, color, disability (physical and mental, includes HIV and AIDs), genetic information, gender, gender identity, gender expression, marital status, military or veteran status, national origin, race, religion (includes religious dress and grooming), sex (includes pregnancy, childbirth, breastfeeding, and/or related medical conditions), sexual orientation, or request for FMLA in accordance with applicable federal, state and local laws.