



Case Manager – Family Outreach and Support

POSITION SUMMARY:

The Case Manager over Family Outreach and Support is primarily charged with supporting families and individuals we serve by providing resources and advocacy while creating community partnerships that support our mission and the families we serve through medical and educational partners. Secondly, this position requires some grant writing and supporting marketing efforts of the agency through social media. This position requires someone who can work flexible hours, some evenings and weekends required, and has reliable transportation. This is a part-time (not to exceed 30 hours each week), hourly, remote position, and hours vary depending on program and event schedules. This position will report to the Executive Director and must be able to meet in-person weekly.

ESSENTIAL FUNCTIONS AND JOB RESPONSIBILITIES:

Program Development and Implementation

- Plan the delivery of medical outreach in accordance with the mission and goals of the organization under direction of the Executive Director.
- Educate the medical community on our available resources and track medical contacts for outreach
- Communicate with new parents and determine their needs
- Match new families with available Parent's First Call volunteers and work with Program Coordinator on volunteer recruitment and training.
- Provide training opportunities to Parent's First Call volunteers to ensure that they can adequately support new families.
- Provide case management services to all families who need support for legal, educational, social, or medical reasons.
- Host and coordinate quarterly new parent brunch.
- Track all new family data to be used for demographics, grants, and board reporting.
- Ensure that program activities operate within the policies and procedures of The Down Syndrome Partnership of North Texas.
- Ensure that program activities operate within relevant legislative and professional standards. Work with Executive Director to ensure that all communications regarding outreach events (including printed, social media and newsletters) are accurate.
- Research and seek out grant funding that supports this position and goals.
- Assist with agency marketing efforts through social media and provide training and program information to be shared in weekly newsletter.

Events and Fundraising

- Support and attend all fundraising events and provide logistical support on the day of the event as determined by Executive Director.
- Attend event and fundraising meetings as determined by Executive Director.

Member Relations

- Focus on member needs by anticipating, understanding, and responding to their needs or concerns within a timely manner including website, email, Facebook, and phone call inquiries. Bring any immediate issues or concerns to the Executive Director.
- Maintain confidentiality of all The Down Syndrome Partnership of North Texas members and families.



- Represent The Down Syndrome Partnership of North Texas at member functions, events, outreach events and ceremonies as determined by Executive Director.

Administrative

- Handle email inquiries in a timely manner.
- Provide general administrative support to Executive Director.

Minimum Requirements

Bi-lingual is preferred but not required.

Experience working with individuals with Down syndrome is preferred.

Bachelor's degree required.

Case management experience preferred.

Knowledge of community resources and ARD/IEP process.

Must be proficient in MS Word and Excel.

Must have a valid driver's license, proof of liability insurance, reliable transportation, and be willing to work a flexible schedule.

Must pass a criminal background check.

Able to maintain confidentiality and present in a positive and professional manner at all times.

Must be a self-starter with the ability to create an office space at home.

Must be able to handle multiple projects at a time and adhere to multiple deadlines.

Knowledge of social media platforms.

Comfortable speaking in public.

