

**THE HUMAN SERVICES DEPARTMENT IS HIRING!**

# CASE MANAGER INFORMATION AND ASSISTANCE



## The Department

The Human Services Department (HSD) delivers and supports services by forging long-term community partnerships; engaging with and building the capacity of the community to do its own problem-solving; and leveraging financial and volunteer resources.

## The Position

The Case Manager will primarily be responsible for managing the Senior Infoline and responding in a timely manner to community requests for information. The incumbent will provide detailed screenings, relevant information, and make internal and external referrals, as well as document individual needs and follow up as needed. The position may carry a small case load and conduct community outreach events and works closely with Human Services Department staff in other divisions, other City Departments, and other community-based partner agencies.

## Examples of Job Duties

- May manage a caseload of clients comprised of individuals which may be elderly or have complex medical and co-occurring conditions, including SUD, mental illness, or homelessness.
- Assist clients to develop support systems to maintain independent living, self-sufficiency and family stabilization.
- Collaborate with supervisor, team members, and other Human Services programs and community agencies.
- Maintain timely electronic documentation of services, reporting, and billing.
- Enter and maintain client data in departmental health record system MyEvolv.
- The complete job description can be viewed [here](#).



**City of Fremont** is an innovative city in the heart of the Bay Area and Silicon Valley, known for clean technology, advanced manufacturing, low crime, excellent schools, quality parks and a diverse population of over 230,504 residents. As a significant economic force in the region, Fremont aims for innovation in municipal government led by City Council and the City Manager.

## Qualifications

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary to satisfactory job performance would be qualifying. A typical way to obtain the required knowledge, skills and abilities would be:

### Education and Experience

- Master's degree in psychology, social work, counseling sociology, or related field and one year of case work experience, **or**
- Bachelor's degree in psychology, social work, counseling, sociology, or related field and three years of social service experience.

### Licenses/Certificates/Special Requirements

- This position requires the ability to travel independently within and outside City limits. Therefore, a valid Class C California Driver's License is required by time of appointment.

### Ideal Candidate

The successful candidate will possess the following:

- Ability to work independently and offsite from supervisor.
- Excellent organization, communication, multi-tasking, bilingual, and problem-solving skills.
- Knowledge of older adults' common concerns and challenges, as well as strengths.
- Knowledge of older adult system of care and common referral sources.
- Ability to maintain effective, respectful working relationships with older adults and community partners.

**A summary of benefits can be viewed online:**

**[Benefits Summary](#)**

**Year Salary Range**  
**\$89,384 – \$108,639**

*The City of Fremont is an Equal Employment Opportunity Employer.*

**APPLY HERE!**