



Job Title: Case Manager – Intensive Care Management (Resettlement Services)

About JFS of Silicon Valley (JFS SV):

JFS of Silicon Valley empowers individuals and families facing life's challenges by providing quality human services inspired by Jewish values. Since our inception in 1977, we have remained committed to our vision that our community's children, adults, and families have access to affordable and meaningful professional services that help give them a better life. The agency's programs are available regardless of race, religion, sexual orientation, or ability to pay.

Job Summary:

The Case Manager provides high-touch, individualized case management services to immigrants/refugees, asylees, and other vulnerable populations with complex needs.

This role supports clients who face barriers to self-sufficiency—such as medical or mental health conditions, housing instability, employment challenges, and limited social support through intensive, wraparound services. The Case Manager coordinates access to community resources, advocates on behalf of clients, and works collaboratively with service providers to help clients achieve stability, integration, and long-term self-reliance.

Key Responsibilities:

- Conduct comprehensive needs assessments addressing housing, employment, education, health, mental health, and social support needs.
- Develop individualized service plans with measurable goals tailored to client strengths and challenges.
- Provide intensive case management, including home visits, in-person support.
- Assist clients in accessing housing, public benefits, healthcare, employment, education, and other community resources.
- Advocate for clients with landlords, schools, service providers, healthcare systems, and employers.
- Support clients in navigating cultural adjustment, trauma recovery, and system barriers.
- Coordinate with internal program staff and external partners to ensure continuity of care.
- Educate clients on U.S. systems (housing, health, employment, financial, legal) to promote independence.
- Maintain timely, accurate, and detailed case notes, service plans, and reports in compliance with funder and agency requirements.
- Monitor client progress toward self-sufficiency goals, adjusting service plans as needed. Participate in case conferencing, staff meetings, trainings, and community outreach events. Uphold confidentiality, cultural sensitivity, and trauma-informed practices.

Qualifications

Education:

- Bachelor's degree in Social Work, Psychology, International Relations, or related field required.

Experience:

- At least 2–3 years of experience in case management or social services, preferably working with refugees, immigrants, or other vulnerable populations.
- Experience in crisis intervention and serving clients with high needs.

Skills and Competencies:

- Strong knowledge of local housing, healthcare, employment, education, and social service systems.
- Understanding of trauma-informed, strengths-based, and culturally responsive practices.
- Excellent communication, problem-solving, and advocacy skills.
- Ability to manage a caseload with high intensity needs while maintaining accurate documentation.
- Strong organizational skills and ability to work both independently and in a team.
- Proficiency in electronic case management systems and Microsoft Office.
- Bilingual or multilingual skills are highly desirable.

Salary and Benefits:

Salary Range: \$70,000 - \$80,000 annually. Full-Time, Monday to Friday. Hybrid

This position is full-time, 37.5 hours/week. The salary is commensurate with the selected candidate's qualifications and experience.

Benefits include medical, dental, and vision coverage; a pension and 403(b) retirement plan; generous paid time off; supportive colleagues; and a positive work environment in a spacious office setting.

JFS of Silicon Valley is an equal-opportunity employer that values diversity at all organizational levels. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.