

**The Arc of San Antonio**  
**Bilingual CSCM Case Manager**  
**Job Description (FLSA Non-Exempt)**

The Arc of San Antonio is a private, non-profit agency which has been in existence since 1954. The Arc's mission is to enhance the quality of life for children and adults with intellectual and developmental disabilities and their families.

**Job Function:** Serves as a bilingual (Spanish/English) case manager for the Community Services Case Management program.

**Immediate Supervisor:** Director of CSCM and Community Education

**Primary Work Hours:** This position is classified NON-EXEMPT; we work a forty-hour week. Standard work days are Monday-Friday, 8:00 a.m. to 4:30 p.m., with periodic flexing of hours between 7:00 a.m. and 5:30 p.m. Work outside these day/hours may be scheduled as demands dictate.

**Salary range:** \$36,000-\$40,000 annually (depending on experience and credentials) plus benefits. The Arc offers group medical/dental insurance, optional life and long term disability plans, and a vision plan, as well as paid holidays and paid time off (PTO). Employees have access to a 401k plan for retirement savings.

**Qualifications:**

A master's degree in Social Work with licensure in the state of Texas or be eligible to obtain a license in social work within three months of employment. At least one year of experience in case management services within community programs serving children with special health care needs; **or**

A bachelor's degree in Social Work with licensure in the state of Texas or be eligible to obtain a license in social work within three months of employment. At least two years of experience in case management services within community programs serving children with special health care needs; **or**

A bachelor's degree in a health and human services field and at least four years of experience working in community programs serving children with special health care needs; **or**

Four years of experience working in community programs serving children with special health care needs, with qualifications specific to job description.

Bilingual in Spanish/English.

Must pass a drug test and criminal background check.

Must be available for seven weekend sessions a year.

**Duties:**

Organizes and assures that appropriate services are delivered to individuals/families.

Facilitates connections with needed resources in the community.

Possesses a thorough knowledge of appropriate health and social services delivery systems.

Performs all required case management functions within specified time frames as outlined in the Children with Special Health Care Needs (CSHCN) Operating Plan and Program Manual.

Maintains full, accurate, and current documentation of evaluations, assessments, needs, progress, services, financial data, and all other categories of information required in each individual's record.

Understands and subscribes to the philosophy and values of culturally relevant education, empowerment, and community integration.

Enables individuals and families to make informed decisions.

Meets with individuals and families in their homes for the initial Family Needs Assessment.

Creates a plan of action towards completing identified needs and goals.

Maintains regular contact with individuals and families to discuss progress, problems, and plans.

Enables individuals to identify both future and transition goals and helps to create a plan to implement identified goals.

Provides services in a family-centered manner, in partnership with individuals and families.

Assists monthly with "Case Manager of the Day" duties.

Works in a team environment.

Abides by all policies and procedures of The Arc of San Antonio per the Employee Handbook and Policies and Procedures Manual and complies with the CSCM Policies, Procedures, and Quality Assurance Manual.

Acquires at least 15 hours per year of professional development.

Participates in all planned weekend parent information sessions (seven per year).

Participates in The Arc of San Antonio resource fairs and other community resource fairs as needed.

Completes other duties as assigned by Program Director.

**Contact:** Send resume to Allison Campbell, Director of CSCM and Community Education, at The Arc of San Antonio by email: [hr@arc-sa.org](mailto:hr@arc-sa.org) or by fax: (210) 490-5196.