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**Title:** Service Coordinator III - Bilingual  
**Location:** Catholic Charities of Idaho – Boise Office  
**Work Week:** 1 FTE (Forty Hours per Week); Some Evenings/Weekends  
**Type of Employment:** Non-Exempt  
**Reports to:** Director of Social Services

### **CASE MANAGEMENT VISION STATEMENT:**

Restore hope to our community in need, by providing high quality, client-centered, strength- based services that bolster capacities to overcome life's challenges, and live a dignified and secure life.

### **JOB OVERVIEW:**

Catholic Charities of Idaho's Service Coordinators focus on empowering individuals/families to identify and solve their own problems, become self-sufficient, and strengthen their relations with their family and community. Services are individualized through best practice methodologies, including, individual/family assessment, identification of strengths and risk factors, development of the individual service plan, implementation, ultimately working side-by-side to reach the goals individuals/families have identified in their individual plan.

**Join our team of social service professionals in providing strength-based, client centered services to our community.**

### **DUTIES AND RESPONSIBILITIES**

Specific duties for this position include:

- 1) Provide information and community resource referrals
- 2) Comprehensive Case Management and Crisis Intervention services to individuals experiencing instabilities in a key area of social determinants of health and well-being.
- 3) Coordinate and deliver behavioral interventions, parenting education, money management, communication skills, employment training and support and other skill building and educational services to moderate to intensive, at-risk families both in the community and in client homes.
- 4) Complete all required paperwork and assessments in compliance with agency standards.
- 5) Assist in the development of community partnerships across the state of Idaho
- 6) Offer, as appropriate, culturally competent and culturally specific intervention services to immigrant and refugee populations.
- 7) Utilize and maintain, according to agency standards, client information and data for all case records and educational services.
- 8) Ensure that all assigned services are provided in accordance with applicable State and Local regulatory requirements, Catholic Charities Board Policies, Social Service Division Policies, and the Catholic Charities Code of Ethics and Code of Conduct.
- 9) Assist in the development of educational tools and processes.
- 10) Other duties as assigned.



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### **Minimum Job Qualifications**

- Bachelor's Degree required in a social service related field and two years of experience providing services to at-risk populations, strongly preferred
- Or, three years of experience providing supportive services to at-risk populations
- Experience working with refugee and/or immigrant populations.
- Strong desire to teach
- Must possess strong work ethic and ability to work independently
- Knowledge of, and ability to identify and access, community resources.
- Experience providing case management services.
- Ability to provide strength based and client centered services.
- Experience applying motivational interviewing and other best practice assessment strategies.
- Experience with and desire to assist underserved populations essential.
- Ability to appropriately value and integrate client religious and spiritual identity into services essential, as requested by the client.
- Strong problem solving skills and the ability to be an independent learner
- Ability to establish and maintain boundaries with clients
- Knowledge of and commitment to Catholic Social Teaching preferred; commitment to Catholic Charities mission essential.
- Strong communication and organizational skills
- Ability to work, occasionally, on nights and weekends.
- Preference for candidates with bilingual language skills and broad cultural competency.

### **Standards & Protocol**

1. Professional image in attitude and dress.
2. Loyalty, dependability, and punctuality.
3. Adherence to agency standards of practice.
4. Ability to drive and utilize agency or personal automobile for work purposes.
5. Must be able to pass a background check
6. Possess a valid Idaho Driver's License and proof of vehicle insurance.

**Salary:** Range 4 - \$18.03 - \$22.54