



## JOB ANNOUNCEMENT

- Position Title:** Bilingual Case Manager (English/Cantonese)  
**Salary/Benefits:** \$42,240-\$45,854 full time annually with generous vacation and holiday leave, medical and dental insurance and retirement plan.
- Location:** 10 Nottingham Place, San Francisco, CA 94133 & SF satellite sites  
**Reports to:** Program Manager

APA Family Support Services (APA) is a community based organization that focuses on the prevention and identification of child abuse/neglect in the Asian and Pacific Islander (API) community. Our mission is to promote healthy children and families by providing family support services to prevent child abuse and domestic violence and to advocate for culturally competent services for Asian and Pacific Islanders through education, community building, and leadership development. APA is San Francisco's foremost advocate and service provider for immigrant, monolingual, and at-risk API children and their families. Our services range from prevention to crisis intervention to community development. We strive for excellence of service in areas which include home visitation, case management, parenting education, support groups, parental stress line, child welfare redesign projects and counseling for immigrant families with children ages 0-18.

We currently have an opening for a Bilingual Case Manager (English/Cantonese).

### Major Duties and Responsibilities:

This position is responsible for providing case management/family advocacy referred by CPS (Child Protective Service), SafeStart and other agencies, Child and Family Team meetings, and Supervised Visitation services.

1. Provide crisis intervention, case management, and monitored visitation to families.
2. Coordinate services to include intake, assessment, and referrals to internal services and community service providers.
3. Liaise with CPS workers, participate in CFT meetings, and follow up with linkage to services offered.

4. Maintain client records in Salesforce to update client progress.
5. Develop agency material including project brochures/ translation of brochures.
6. Participate in agency meetings and community meetings as directed.
7. Conduct outreach and recruitment activities to the targeted population to effectively promote program services.
8. Maintain required documentation for funding and statistical compliance.
9. Prepare project reports and other documents in a timely manner.
10. Maintain ongoing relationships with community service providers, funders and other agencies/programs to educate and advocate for the needs of the families and communities.
11. Perform other duties as may be assigned.

**Minimum Qualification:**

1. Bachelor Degree in social services, psychology or related field with experience in areas of children and family services, and social work with child abuse prevention focus.
2. 2 years of experience in the field of family support preferred.
3. Demonstrated knowledge and skills in interviewing techniques, crisis intervention and case management services.
4. Strong organizational, decision-making, and problem-solving skills.
5. Knowledge of and familiarity with San Francisco's child welfare system and social services community.
6. Excellent interpersonal and communication skills.
7. Ability to work as a team member and leader.
8. Computer technical skills including word processing and developing spreadsheets.
9. Must be bilingual in Cantonese. Bilingual in Mandarin or other API languages a plus.

**To Apply:**

Mail resume to:       APA Family Support Services  
                                  10 Nottingham Pl  
                                  San Francisco, CA 94133

or email to:            [info@apafss.org](mailto:info@apafss.org)

Subject/Ref.: Bilingual Case Manager

**APA is an equal opportunity employer.  
Positions open until filled.**