



St. Francis
community services
SOUTHSIDE CENTER

Bilingual Intake Specialist and Care Coordinator Position

St. Francis Community Services, an agency of Catholic Charities of St. Louis, has an immediate opening for a full time Bilingual (Spanish) Intake Specialist and Care Coordinator (BISCC) at the Southside location. The BISCC engages with and provides linguistically and culturally sensitive services to the immigrant community, with a special focus on the Spanish-speaking population. The BISCC screens clients seeking services at the agency and maintains a caseload of clients with predominantly acute presenting issues, assisting these clients in navigating challenging systems and connecting with appropriate referrals.

Major Duties and Responsibilities

- Answer the phones and receive walk-in clients to the site.
- In close consultation with the client, evaluate client need and make initial internal referrals to appropriate programming or external referrals to other service providers.
- For clients with acute presenting case coordination issues, make and document internal and external referrals and/or linkages to financial, employment, medical, mental health, education, legal, crisis management, direct aid assistance, and other services and resources in the community.
- Provide case coordination to coach clients to navigate challenging systems. The case coordination process may include arranging hospital bill payment plans; enrolling clients in benefits programs; and providing phone interpretation and translation.
- Creatively design other interventions for clients as needed.
- Provide bilingual notary services.
- Participate actively in agency and community efforts to build linguistically and culturally accessible outreach, education, and interventions for the immigrant community.

Requirements

- Associate's Degree (or foreign equivalent) from an accredited school or college, preferably in the fields of social work, human services, or legal services. Training and/or experience may be considered in place of formal education.
- Bilingual (oral and written) Spanish required.
- A minimum of one year of direct experience in social services or legal setting providing intake, case coordination, and/or support services to individuals and/or families.
- Prior experience working with immigrants. Experience should include provision of services to the Spanish-speaking community.
- Computer skills including Office, word processing, and database entry.
- Notary public commission or willing to become commissioned upon hire.

To apply, please send resumes and cover letters to Meredith Rataj, Director of Immigrant Services, at mrataj@ccstl.org.