



**Job Title:** Case Aide

**Reports to:** Family Engagement Manager

**Type:** Non-Exempt, Non-Supervisory

**Location:** 1633 Fillmore, Denver, CO 80206

**Pay range:** \$16.33 to \$20.00/hour, dependent on experience

**About us:**

The mission of Denver Indian Family Resource Center (DIFRC) is to strengthen American Indian and Alaska Native (AI/AN) children and families through collaborative and culturally responsive services. Our vision is to achieve generations of healthy and strong American Indian/Alaska Native children and families.

**About the Position:**

This position is responsible for supporting the Family Services team in maintaining relevant information for families utilizing Family Development services. The Case Aide supports the Family Services team by conducting file audits, collecting relevant documents and information, and ensuring that families are supported appropriately. May conduct Life Skills trainings on an as-needed basis.

This position reports to the Family Engagement Manager.

**Responsibilities - Note: Applicants are encouraged to apply even if they don't have experience in every area below. The best applicant will have mixed skills and that mix looks different for every person.**

- 1) Works with Family Services staff to track incoming referrals, coordinate visits, communication, trainings and other needs of families and youth.
- 2) Supports Family Services staff with filing, making referrals, gathering information, completing training certificates, coordinating participation surveys and other evaluation tools, requesting records and communicating with County Case Managers.
- 3) Collects paperwork for filing and works with Family Services team members to ensure that data is entered into relevant databases within identified timeframes.
- 4) Provides support to team members on tracking due dates.
- 5) Maintains current contact information for families, Case Managers and family team members.
- 6) Provides back up to front desk or referral coordination for Center as needed.
- 7) Ensures that supporting documentation is collected for family applications for assistance.
- 8) Coordinates and conducts life skills trainings as needed.
- 9) Other duties as assigned.

**Minimum Qualifications:**

- 1) High School diploma
- 2) Minimum two years of human services delivery



**Other Requirements – NOTE: a successful candidate does not necessarily need proficiency in every area listed below (We are willing to offer instructions for the platforms and processes we use).**

- 1) Ability to communicate effectively using both verbal and written communication skills
- 2) Ability to be flexible to new situations
- 3) Ability to manage more than one task and duty simultaneously
- 4) Ability to use common office machines, including standard personal computer software programs
- 5) Able to pass a pre-employment criminal background check, including driver record checks
- 6) Extensive knowledge of American Indian and Alaska Native cultures; one year experience working with AI/AN families preferred.

**Salary and Benefits:**

The hourly pay range for this position is \$16.33 to \$20/hour depending on experience and includes generous health insurance, vision, dental, life insurance, short-term disability, paid time off, and complimentary access to mental health and well-being counselors.

**To apply:**

We are motivated to bring a new staff member onboard and estimate the process will take two to four weeks. Here is the process:

- Initial short interview by video or phone
- Second interview in person with team members
- Reference checks

Send a resume and letter explaining why you are a good fit for this position to [apply@difrc.org](mailto:apply@difrc.org) with "Case Aide" in the subject line. We will accept applications until the position is filled. We will notify all applicants when the position has been filled.

*Denver Indian Family Resource Center (DIFRC) is an equal opportunity employer that values workplace diversity. DIFRC strives to create an inclusive workplace that embraces diverse backgrounds, life experiences, and perspectives. DIFRC prohibits discrimination of employees or 08/21/2022 applicants on the basis of race, creed, color, age, sex, national origin, marital status, sexual identity, sexual orientation, religious or political affiliation, disability, or any other classification considered discriminatory under applicable law*