



## **POSITION DESCRIPTION**

**JOB TITLE:** MICOP Case Worker – Santa Maria

**REPORTS TO:** Program Director

**SALARY and BENEFITS:** \$18-\$22/hr., Part time: 20 hours a week, 10 paid holidays a year, 3 sick days, dental insurance, vision insurance, 403B retirement plan

**Application:** Please send a cover letter and resume to Ana Huynh, Program Director, at [ana.huynh@mixteco.org](mailto:ana.huynh@mixteco.org)

**Position is open until filled.**

## **Organization Summary:**

Founded in 2001, Mixteco/Indígena Community Organizing Project (MICOP) supports, organizes and empowers the indigenous migrant communities of California's Central Coast through improved access to health and community resources, community organizing, language interpretation, education, direct assistance, cultural promotion, and our indigenous-led Radio Indígena community radio station. This position is located at our Santa Maria office. MICOP offers a fast-paced, multilingual and multicultural work environment dedicated to carrying out our mission.

## **Position Summary:**

The Mixteco/Indígena Community Organizing Project (MICOP) seeks a case worker to lead the Puente a la Comunidad (Bridge to the Community) Program in MICOP's Santa Maria office. The Puente a la Comunidad caseworker will provide case management for the community to ensure that they understand the services available throughout the system, eliminate barriers to entry, ensure they are able to make and receive appointments, provide interpretation and cultural context, assist in service navigation, and coach and mentor clients. They will also be available to help the indigenous community with letters received from utility companies and other mail that requires action so that they don't experience an interruption in services, whether it is utilities, medical or other essential services, due to the inability to read and respond to their correspondence.

## **Key Responsibilities:**

- Create an environment where every mom, dad and child feels welcome and included
- Assisting families in accessing basic needs such as food and shelter assistance, healthcare, safety, education, developmental disabilities
- Assistance with immigration/legal, and employment services
- Answer phones and welcome families with and without appointments
- Filling out applications and assisting in enrollment in agency services
- Make referrals for resources
- Assist in making appointments with outside agencies
- Support indigenous families in accessing all county and private resources to assure proper service is provided
- Capture and write success stories
- Manage cases through data entry and reporting
- Interpret in Mixteco or Spanish for families and be flexible in adjusting your variant when necessary
- Interpret and explain English or Spanish written material (letters, advisories) in Spanish and/or Mixteco to families
- Represent and advocate for families and their rights as an indigenous community
- Other duties as assigned.

## **Qualifications**

- High school degree or equivalent.
- Passion for mission of supporting, empowering and organizing the indigenous migrant community in California's Central Coast.
- Proven ability to prioritize workload, be collegial with colleagues while being self-motivated, execute projects independently.
- Ability to coordinate, organize, and track individual cases.
- Tri-lingual Mixteco, Spanish, English speaker.
- Computer skills – MS Word and Excel

- Ability to enter accurate data into database
- Attention to detail
- Excellent interpersonal and verbal skills, including the experience and ability to interact with staff, agency representatives, and especially, the community members. Team player.
- Desire to work with and advocate for the community
- Flexible schedule

Employee Status: Non-exempt

Located in MICOP Santa Maria office