**Job description**

**Position Title:** Bi-LingualIntercountry Case Manager (Full-time, Remote)

**Reporting Relationship:** Intercountry Case Work Supervisor

**Position Objectives:** To manage an intercountry caseload through the ISS global network. Facilitate the delivery of child welfare services on an international level utilizing a network of state, federal, international, and NGO agencies. Collect and maintain outcome data as it relates to case management.

**Qualifications:** ISS-USA seeks a flexible and energetic individual interested in maintaining agency standard of excellence in case management and other areas. **Bachelor Degree in Social Work, Human Services, Psychology or other related field is required. Master Degree in Social Work, preferred.**

* Near Native fluency in Spanish and English
* Ability to work cooperatively with a broad range of federal and state governmental and non-governmental agencies, and international agencies, related to case needs
* Ability to maintain case records in compliance with professional standards and applicable laws.
* Excellent human relations and communication skills and an understanding of culturally relative practices as they relate to international service delivery.
* Ability to learn quickly, think outside the box, and adapt to agency and protocol changes and seek guidance as necessary.
* Demonstrated understanding of the child welfare system in the United States and/or in other countries.
* Computer literate, including ability to maintain case notes in electronic case management system, create and utilize excel spreadsheets and proficiency in Microsoft Word and PowerPoint
* Excellent time management skills
* Ability to work independently and as part of a team
* Commitment to the organizational mission
* Commitment to diversity, equity, and inclusion and carry out all aspects of the work accordingly

**Responsibilities:**

* Coordinate intercountry casework services, including child welfare checks, child protective service alerts, home studies for custody and kinship placement, document searches, post adoption tracings, and other services as needed.
* Provide technical assistance on best practices in managing child welfare cases with an cross-border component.
* Work collaboratively through ISS units, international, federal, state, and NGO agencies.
* Communicate regularly through email, phone and video-conferencing with wide variety of stakeholders related to case needs.
* Prepare a wide range of documents, including case files, program reports, financial documents, correspondence and memoranda.
* Research and present information to external and internal audiences.
* Represent agency to external audiences.
* Maintain up to date financial and case management records, including computerized case management referral and tracking system.
* Participate in program development activities.
* Supervision of MSW interns for one hour per week (Where applicable)
* Perform all duties in compliance with professional standards, internal procedures and applicable laws.
* Perform all other tasks as assigned.

**Please submit a cover letter and resume via email to HR@iss-usa.org**