

Case Manager/Administrador(a) de casos

Organization: Silverton Area Community Aid (SACA)

Location: Silverton, Oregon

Position type: Temporary, with the possibility of becoming permanent

Schedule: ~25-30 hours/week

Compensation: \$22–\$25/hour (+ benefits after 3 months)

Organization Overview

Silverton Area Community Aid (SACA) is a community aid organization serving people who live in or go to school within the Silver Falls School District. We operate a food pantry, provide financial assistance for basic needs, offer education/wellness events, and connect people to additional resources and service providers.

SACA mission

Improving lives by providing food, services, and access to community resources.

SACA vision

A community where all people feel secure, valued, and supported.

SACA Equity Statement

At the center of SACA's actions and decisions is our commitment to serve people lacking access to services and experiencing food and housing insecurity. We know people who experience repeat discrimination and systemic injustices are at higher risk of facing food and housing insecurity. At SACA we engage with our community to end hunger and its root causes. We maintain and foster an inclusive environment where people have equitable access to services and resources. Our goal is to meet the needs of each person, honoring the visible and invisible qualities that make them and their circumstances unique.

Organizational Culture

- Model and promote culturally and linguistically responsive practices
- Model and promote collaborative decision making
- Model and promote Trauma Informed Care
- Model and promote consent, boundaries, and repair
- Maintain physical space to best meet the community's and program's needs

Improving lives by providing food, services, and access to community resources.

Silverton Area Community Aid is a 501(c)(3) non-profit organization.



Our dream teammate is:

- Adaptive, creative, collaborative
- A holistic and compassionate systems thinker
- Community-oriented
- Comfortable with complexity
- Able to discern both the big picture and the details
- Able to take initiative and self-direct accordingly
- Present, approachable, calm
- Dependable, communicative, accountable
- Organized and able to balance multiple priorities

Position Summary

Case Management services serve as a hub for communication, collaboration, and confidential support for community members experiencing food and housing insecurity. Case managers use a holistic, person-centered approach to identify and address barriers to meeting basic needs – including providing financial assistance and making referrals – for each community member who accesses SACA’s services.

We know no one fits a job description perfectly. As we learn from each other, this role can grow to match your strengths. If this work excites you, please apply, even if you don't meet every qualification.

Essential Responsibilities and Duties

Responsibilities include, but are not limited to:

- Provide culturally and linguistically responsive case management services.
- Conduct strengths-based, trauma-informed intake assessments to determine eligibility for SACA services and make referrals to other programs when necessary.
- Maintain required documentation and data regarding services provided.
- Develop individualized service plans for community members, as needed, and evaluate progress toward those plans on a monthly basis
- Provide social service system navigation support by helping schedule appointments and transportation, assisting with applications, and participating in care coordination meetings.
- Maintain consistent engagement with community members through follow-up, advocacy, and warm handoffs to trusted providers.
- Conduct community outreach and maintain active partnerships with service providers in and around Marion County.

Improving lives by providing food, services, and access to community resources.

Silverton Area Community Aid is a 501(c)(3) non-profit organization.



- Attend relevant training and meetings at the local, state and/or national level.
- Engage respectfully with all staff and be willing to collaborate, support each other, and approach conflict constructively.
- Demonstrate commitment to diversity, equity, and inclusion.

Experience, qualities, or specialized training

- At least 1–2 years of relevant experience in nonprofit, community-based, social services, or case management roles
- Strong interpersonal communication skills
- Demonstrated ability to work effectively with diverse populations
- Comfortable and prepared to both take lead and provide support when requested
- Strong critical thinking and problem-solving skills
- Ability to work with or learn computer data entry programs and familiarity with Microsoft 365 software

Helpful, but not required

- Bilingual proficiency (Russian/English, Spanish/English, or ASL)

Job conditions, compensation, benefits

- This is a temporary position, with the possibility of becoming permanent.
- The Case Manager will work on-site in Silverton, Oregon 25-30 hours a week, reporting to the Direct Services Program Manager.
- Wages start at \$22–\$25/hour per hour.
- May require occasional weekend and/or evening work.
- Prolonged periods sitting at a desk and working on a computer
- Benefits: flexible work schedule and, after three months of successful employment, paid time off, 6 paid holidays, a monthly wellness stipend, and a 3% employer match retirement plan.
 - SACA hopes to grow its benefits package to include health insurance in the near future.

To Apply

Please submit a cover letter and resume to jobs@silvertonareacommunityaid.org.

Applications will be reviewed as they come in. Interviews will start the week of October 12.

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they meet every one of the qualifications as described in a job description. We are most interested in finding the best candidate for the job, including and especially candidates from less traditional backgrounds and individuals with lived experience. If you are interested in applying, we encourage you to think broadly about your background and qualifications for the role.

SACA is an equal opportunity employer. We strive to build a diverse workforce and welcome all qualified applicants regardless of race, color, religion, sex, national origin, disability, sexual orientation, gender identity, veteran status, or any other protected characteristic.