



Family Intake Case Manager

Location: PPSC Center, with some travel, some weekends and evenings required.

Status: Part-time • Weekly hours to be confirmed

Commitment: Grant-funded position requiring a two-year commitment

Compensation: \$35-\$40 per hour, depending on experience and qualifications

Reports to: Executive Director

Language and setting: Spanish desired but not required • In person

About PPSC

Postpartum Support Center (PPSC) is a growing 501(c)(3) nonprofit supporting expectant and new parents, children, and families throughout Marin County. We strengthen family well-being through compassionate, practical, and culturally responsive services during pregnancy, postpartum, and early parenthood, while promoting prevention and early identification of perinatal mental health challenges.

Our services bring together mental health and peer support, case management and resource navigation, the Marin Diaper Bank and family essentials, perinatal and parenting education, family learning and support groups, fatherhood and partner services, and car seat safety. Community partnerships, outreach, and advocacy help us reduce barriers to care.

Position summary

The part-time Family Intake Case Manager provides additional capacity alongside PPSC's existing full-time case manager, carrying out the same core family intake, screening, referral, and follow-up functions. Together, these positions help expectant and new parents, children ages 0–5, and caregivers access timely, coordinated support.

Working closely with the full-time case manager, Community Health Workers, cohort coordinators, and Marin Family CARE Collective partners, this person supports assigned families, coordinates referrals, and maintains continuity of care. The role expands the team's capacity to meet family needs throughout the two-year grant period.

Key responsibilities

Family intake and referrals

- Complete family intake and identify needs, strengths, priorities, and barriers to accessing services.
- Conduct approved maternal mental health and risk screenings within training and PPSC protocols.
- Connect families with peer support, therapy, home visiting, doula care, parenting, and basic-needs services.
- Provide warm hand-offs and timely referrals; escalate urgent concerns through established protocols.
- Coordinate with cohort staff to connect families with appropriate parent groups and programs.

Case management and team coordination

- Follow up with families to confirm service connections and address changing needs or access barriers.
- Coordinate assigned families and follow-up with the full-time case manager, CHWs, and partners.
- Maintain accurate intake, screening, referral, outreach, and case notes in designated data systems.
- Track referral outcomes and protect client information in accordance with PPSC procedures.
- Attend care coordination meetings, supervision, and training; support program review and outreach.
- Support PPSC fundraising and community events and other relevant duties assigned by the supervisor.

Required qualifications

- Proficient English required. Good Spanish desired but not required.
- Experience supporting families and children from diverse cultural and socioeconomic backgrounds.
- Knowledge of case management principles, child development, and prenatal and postpartum needs.
- Ability to build trust through respectful, strengths-based, and culturally responsive support.
- Strong organization, follow-through, documentation, and communication skills.
- Ability to work independently and collaborate with families, staff, and community partners.
- Commitment to equity, confidentiality, and professional boundaries.
- Comfort with Google Suite and Apricot/Bontera, or willingness to learn.
- Valid California driver's license and car insurance for required community travel.

Preferred qualifications

- Bachelor's degree or equivalent relevant experience.
- Knowledge of Marin County communities, local services, and resource networks.
- Experience in family engagement, early childhood services, or social services.

Schedule and work environment

This is a part-time, grant-funded position requiring a two-year commitment, based in person at PPSC's San Rafael Center. Weekly hours and the regular schedule will be confirmed. Some travel throughout Marin County and occasional evening or weekend hours may be required. Duties may include light lifting of supplies or event materials, with or without reasonable accommodation.

Compensation and benefits

Pay is \$35-\$40 per hour. Part-time benefit eligibility will be confirmed additionally. Potential to transition into a full-time position for the right candidate.

Equal opportunity

PPSC is an equal opportunity employer. We welcome applicants from diverse backgrounds and experiences.

How to apply

To apply, please complete the application at <https://forms.qle/NUojtTrGNVmZF4kx5> and submit your resume and cover letter.