



Family Case Manager

Job Objective

This organized, compassionate, and motivated person will quickly transition families from homelessness to permanent self-sufficiency. The CM will assist families in obtaining outcomes such as securing employment, increasing earning potential, securing/maintaining housing, and securing a trade/certificate with the focus being on making the necessary changes to achieve long-term success.

Responsibilities:

- Lead the intake process for all potential families: conduct intake interviews including talking with referral source(s)/partners; conduct orientation for new families moving into the shelter program, initiating background check.
- Communicate with the lead volunteer coordinator and host coordinators to ensure hosting congregations have necessary family information (work schedule, food allergies, etc.).
- Assist with job applications and interview preparation; budgeting/financial coaching; getting families connected to necessary resources (daycare, counseling, educational programs, etc.);
- Work with other agencies to deliver resources, referrals and workshops as needed related to employment, financial literacy and budgeting, housing plans, and educational planning.
- Develop relationships with partner organizations and maintain database of resource for families.
- Serve as an advocate for families with community service agencies.
- Provide crisis support to families and volunteers as needed.
- Conduct weekly individual meetings with network families (minimum) and monthly meetings with graduates. Potential to conduct home visits with outreach families and communicate in a way that is mutually convenient.
- Caseload includes 3-4 families in network and est. 15-25 graduate and outreach program families at any given time.
- Additional family support responsibilities as needed.

Administrative Responsibilities:

- Work with /supervise volunteers as needed.
- Document all case management activities.
- Track services provided (furniture, financial assistance, gas cards, etc.).
- Responsible for collecting and managing data, accurately and efficiently.
- Keep case file records for every family, meeting program, funder and family needs.

Additional Responsibilities:

- Must have valid driver's license and willingness to use personal vehicle to support organization as needed.
- Must be able to pass a federal background check.
- Some lifting of materials/donations, organizing and inventory responsibilities.
- Assistance at fundraisers and special events as needed.
- Hold a chair on the Board of Trustee's Care and Concern Committee
- Follows and completes other jobs as assigned by the Executive Director. Every employee at FPLH has what we call a 10% other duties job. We do our best to share the workload and do everything with a team approach.

Education, Experience and Skills

- The successful candidate is enthusiastic and can display good judgment, take initiative, and help families achieve **outcomes**. **Must have a can-do, figure-it-out attitude.**
- HS Diploma required, four-year degree (BSW, psychology, or related degree) desired.
- Minimum 3 years' experience in direct service related to employment placement, housing/shelter, and/or family services preferred.
- Expected case management skills include trauma-informed care and a strength-based approach.
- Must be detail oriented, execute projects in a fast-paced, often pressured environment; able to prioritize, self-manage, work independently and use good judgment at all times.
- Must possess a positive attitude, modeling this for families we serve.
- Must be proficient in computer programs and demonstrated record of tracking outcomes, recording case notes.
- Ability to jump in and perform other duties that may be outside your job description (answer phones, greet guests, manage supplies, cleaning, etc.)
- Comfortable working with various constituents: guests we serve, community organizations, faith community volunteers, corporate and foundation partners, etc.

Salary and Benefits

- Position starts at 20 hours a week with the ability to advance into a full-time position.
- Occasional evening or weekend commitment to support fundraisers and events is required.
- Salary starting at \$22/hour, dependent on experience. End of year bonuses are dependent on performance and budget.
- Mileage reimbursement for work-related car travel.
- Flexible scheduling, generous PTO, educational reimbursement, office-based wellness center, mental health support, leadership development, and advancement opportunities.

Work Environment & Managing Success:

- The Case Manager reports to the Director of Case Management.
- Occasional lifting of materials up to 25 pounds is necessary.
- Family Promise is comprised of a small staff and a large pool of volunteers.
- This position's success is measured by the outcomes of the families: rate to permanent housing (80%), retaining housing (80%), stability in housing, transportation, employment, relationships. and maintaining a caseload of about 20-30 families.

Application Instructions

Interested applicants should *email* resume, cover letter and statement of availability to DirectorFPLH@gmail.com. Please include the job title in your subject line.