

Family Promise of Warren County

Position Title: FPWC Case Manager
Reports to: Executive Director
Status: Exempt

Position Responsibilities and Purpose

To provide comprehensive case management to homeless families, which includes focus on the family structure, as a whole, and giving individual attention to the needs of persons within those families in assisting and empowering them with the tools, social resources, and methods to achieve and maintain independent living through employment and housing. The Case Manager will work with the Executive Director to coordinate the program components of the day center and transportation.

The Case Manager will work, primarily, at the day center. Hours will be established with the Executive Director upon hiring.

Essential Functions

1. Case Management

The Case Manager will facilitate the shelter program intake and assessment procedures to bring homeless families with children into the Family Promise of Warren County shelter program. The candidate will also meet with shelter families consistently to facilitate: an individual case plan with the emphasis on employment and housing; developing self sufficiency; setting goals, accessing community resources and support services. The Case Manager will also perform related administrative tasks as assigned.

2. Day Center Operations

The Case Manager will work with the Executive Director to provide consistent staff coverage at the day center. The candidate will be responsible for dealing with crisis situations in a safe, effective manner. It will be necessary for the Case Manager to cover some evenings and weekends and be “on call” on a rotating basis with the Executive Director.

3. External

The Case Manager will: act as a resource for other agencies seeking referral information; participate as a member of Warren County Housing and other similar service provider coalitions, for the benefit of the shelter families and maintain current resource files for the Family Promise of Warren County.

Environment

This is a highly responsible professional position providing assessment, management and advocacy services to homeless families with children. The Case Manager will work within an office environment with irregular travel within the region. Duties will be performed with a high degree of independence but under the supervision of the Network Director.

Specific Job Knowledge, Skills and Ability

- Strong communications skills both oral and written (able to present to large groups)
- Positive attitude for motivation
- Ability to work with diverse individuals
- Must be a team player and work in a collaborative environment
- Must be adaptable and responsive to changing priorities
- Strong customer service orientation
- Strong problem solving and analytical skills

- Must have a strong attention to detail
- Must be dependable and have a strong work ethic
- Must have solid organizational skills and possess the ability to multi-task
- Must have knowledge of Microsoft office tools – Word, Excel, PowerPoint

Qualification Standards

Education/Experience

- A Bachelor’s degree is required with training and/or applicable work within the field of social work, child and family development, psychology or another related human service field. Experience in counseling clients in a social services setting.

Misc.

- First Aid and CPR certified
- Ability to work overtime and weekends
- Must pass a background check and drug screen
- Must have a valid driver’s license and clean driving record.

I HAVE READ AND UNDERSTAND THE POSITION DESCRIPTION INFORMATION AND HEREBY STATE THAT I CAN PERFORM THE ESSENTIAL JOB FUNCTIONS OF THE JOB WITH OR WITHOUT REASONABLE ACCOMMODATION. ACCOMMODATIONS ARE DETERMINED BY MANAGEMENT.

Employee Name

Signature

Date