



Job Title: Family Case Manager

Department: Family Promise of Larimer County

Reports To: Family Promise Manager

FLSA: FT, 32-36 Hours, Non-Exempt \$15-17 hr DOE

Organization

Founded in 1961, House of Neighborly Service assists and advocates for people challenged by the effects of poverty or situational crisis by providing basic need services.

About Family Promise of Larimer County

Family Promise of Larimer County, an affiliate of Family Promise National, is dedicated to helping homeless and low-income families with children in the Larimer County area to achieve sustainable independence through a community-based response. We provide a Housing-focused shelter program, case management, day center services, and community resources.

Responsibilities

The Family Promise Family Case Manager will report directly to the Family Promise Program Manager. This position focuses on providing preventative measures to divert families from entering the homeless arena by providing services, referrals, necessary basic needs assistance, and mediation to resolve barriers to housing stability and prevent homelessness. The Family Case Manager must be available to work some nights and weekends, as well as be rotationally on-call.

Specific duties include but are not limited to:

Case Management

- Provide walk-in pre-screenings and intakes and log information in Salesforce and HMIS as needed
- Meet weekly/bi-weekly with current families (Shelter Program and Bridge Housing)
 - Discuss and evaluate their progress on current goals
 - Setup a new Action Steps sheet for the week
 - Followed up by meeting notes in file, Salesforce, and HMIS
- Go through waitlist and make appointments with potential families for night shelter
- Coordinate donation pickups on behalf of a client moving into housing or for the program

General

- Attend meetings and trainings as requested by Program Manager
 - House of Neighborly Service All Staff meetings/trainings
 - Family Promise staff and volunteer meetings
 - Family Promise National trainings
 - Family Navigator meetings and trainings
 - HMIS meetings and trainings
 - CAPHS weekly zoom meetings and trainings
- Participate in the annual "Point In Time" count
- Sort through in-kind donations when they come in
- Help keep the day center clean when there are no families in the program.
- Ensure procedures are documented and adhered to for all processes.

EQUAL EMPLOYMENT OPPORTUNITY

House of Neighborly Service (HNS) is dedicated to the principles of equal employment opportunity to all individuals based on job related qualifications and ability to perform a job, without regard to race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, veteran status, military obligations, marital status, genetic information, or any other applicable status protected by state or local law. In addition, HNS will provide reasonable accommodations for qualified individuals when appropriate

Community Relations

- Increase positive awareness for Family Promise of Larimer County
 - Go to agencies and do an in-service with Program Manager
 - Work with Development to ensure that brochures and digital media are regularly updated
- Involvement with agency fundraisers (possibly weekend/evening hours on occasion)
- Presentations to groups about the program if the Program Manager is not available
- Collaborate as assigned with volunteers, donors, community partners, and referral agencies

Minimum Qualifications

- Outstanding verbal and written communication and presentation skills
- Organized, efficient, detail-oriented, able to multi-task and manage projects, and competing priorities
- Must be able and willing to be on-call (24/7) to program participants (including Bridge Housing maintenance emergencies) a minimum of 1-2 week a month (Thurs-Thurs)
- Experience in providing supportive services to those experiencing homelessness
- Knowledge of trauma-informed service provision
- Knowledge of social service, housing, childcare and employment resources
- Desired qualities: good judgment, problem solver, friendly & outgoing personality, understands boundaries, sensitivity, cultural competence, excellent customer service skills, negotiation skills, patience
- Proficiency in computer applications such as Microsoft 365 (included Outlook, Word, Excel, and Teams), Google (Google Drive, Forms, Email), Salesforce, etc.
- Ability to be a self starter in tasks and projects.

Culture

- Approach daily tasks, projects, and follow-up communication with energy, excellence, and thoroughness.
- Show respect and appreciation for others, including HNS and Life Center clients and partners.
- Be punctual to work and meetings.

Servant Leadership

- Genuine interest and action in helping others.
- Genuinely and consistently treat co-workers, donors, and Life Center partners like they are the most important person including eye contact, a smile and a genuine "Thank you".

Teach-ability

- Consistent eagerness to learn, listen, apply knowledge and accept feedback.
- Strong initiative and vision for continuous improvement while contributing to a positive team atmosphere.

Dress Code

- Meets HNS dress and grooming expectation in support of professional, clean and welcoming environments for donors, volunteers, and co-workers.

Efficiency

- Demonstrate pride and ownership of their work while meeting expected deadlines.

Staff

Date

Human Resources

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