

Title: Case Manager

Status: Full-time, non-exempt (30 to 35 hours per week)

Reports to: Executive Director

Pay rate: \$15.00 - \$17.00 per hour

Position Summary: Family Promise is a non-profit emergency shelter program that depends on community support to assist families experiencing homelessness in Carbon County. The Case manager will have a case load of up to 14 guests or four families at any given time.

Under the supervision of the Executive Director, the Case Manager's primary role is to work alongside families in our emergency shelter to assist them in gaining employment and permanent housing. Additional duties include working with families on budgeting, basic life skills, and advocacy for health care, legal services and benefits, such as SSI/SSDI.

In addition to working with families currently in the program, the case manager will serve as a family advocate for successful graduates of the program for up to two years post-graduation. The CM role also includes coordinating the program components of the Day Center and transportation.

Duties and Responsibilities:

- Interview prospective FPCC guests via phone and in-person
- Conduct Intake and ensure completion of intake paperwork and all required forms
- Meet with ED to assess and/or review new guests
- Orient new guests to the program, day center and rotational host sites
- Engage families in goal planning
- Create and maintain guest files
- Collaborate with each guest to develop and strengthen their Self-Sufficiency Action Plan according to individual goals and objectives.
- Provide clients training in the areas of personal hygiene, accessing community resources, medical adherence, household management, or other needs as outlined in the client's Self-Sufficiency Action Plan.
- Ensures that client interactions are person-centered, goal-focused, and reflect each client's Self-Sufficiency Action Plan.
- Perform home visits and off-site case management meetings
- Adheres to strict boundaries and professional ethics in the care of others

- Responsible for dealing with crisis situations in a safe, effective manner. Will notify the Executive Director of situations that occur and seek assistance from the Director if needed.
- Work with guests to ensure that all tasks and chores are completed.
- Assists clients with housing applications, completes supportive and subsidized housing paperwork, surveys rental market for affordable housing, and advocates for clients with prospective landlords.
- Maintain Housing and Resource Listings for Clients
- Assist with securing supportive services, including behavioral health, primary healthcare, and substance abuse support.
- Provides transportation to appropriate community-based appointments and works with guests to obtain CCCT.
- Communicates and collaborates effectively with outside agencies and referral resources.
- Assist with coordination of moves to Permanent Housing
- Maintain accurate documentation of service objectives and outcomes as well as other services in accordance with Federal, State, County and FPCC guidelines.
- Maintain client related data systems, including case notes and complete HMIS entries
- Prepare case management related reports including but not limited to: outcomes, successes, etc
- Continually monitor and evaluate each client's progression through their housing case management plan, and develop corrective action revisions to the plan as needed
- Landlord/Tenant Relations and Recruitment
- Attend program-related community, coalition and committee meetings as assigned
- Crisis intervention as needed.
- Provide service in a manner that meets FPCC requirements and the needs of the Person.
- Effectively document service activities according to FPCC/program/contract standards
- Assist, encourage and empower Persons using mental health and addiction services

Knowledge, Skills and Abilities:

- Master's or Bachelor's Degree. Preferred areas of study include social work, criminal justice, psychology, or related field and a minimum of one (1) year direct care experience.
- Valid driver's license, auto insurance and access to a vehicle.
- Pass current, applicable clearances.
- Pass pre-employment, post-offer drug screening.
- Ability to work non-traditional hours including evenings, weekends, and on-call
- Work well independently and in a team



- Open and transparent communication
- Flexibility to serve as back-up driver for guests
- Previous Lived Experience Helpful

Other Duties:

- All time sheets are due to the Executive Director by noon on Monday of payroll weeks
- All incidents are to be reported to the Executive Director and employees must complete an incident report.
- Complete FPCC in person and online Volunteer Training
- Complete Mandated Reporter Training
- Facilitate and/or attend weekly Day Center Meetings
- Monitor on-call phone and messages
- Coordinate with the ED the day center activities schedule
- Meet with guests at least weekly and document all case management notes
- Attend HIPAA Training and ensure PHI Understanding

This is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

While performing the duties of this job, the employee is regularly required to drive, sit, walk stand, talk and hear. The employee frequently is required to drive, stand, sit, walk; use hands to handle, or feel; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop; kneel, crouch, and smell. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, peripheral vision, and ability to adjust and focus.

Print: _____

Date: _____

Sign: _____

Date: _____