

Family Promise of Wake County, Inc.
Job Description
Client Services Case Manager

Job Title: Client Services Case Manager
Reports To: Executive Director
FLSA Status: Exempt
Last Reviewed: 02/15/2018

Summary:

Responsible for the oversight of our intake process and our aftercare program for families exiting homelessness through our emergency shelter, transitional housing and permanent housing programs.

Essential Duties and Responsibilities:

- Establish effective professional social work relationship with client families throughout program process, from intake, assessment, residency, and exit. Deliver effective case management services to homeless families for the purpose of helping families achieve independence through residential stability.
 - Facilitate all stages of the admissions process into emergency shelter program including screening, assessment and orientation. Assign admitted families to case manager/intern and collaborate with case managers to successfully connect family to services.
 - Oversight and coordination of aftercare program, including linking families to community resources while in program and after transitioning to permanent housing. Includes, but not limited to, maintain Facebook page and facilitate special events.
 - Collaborate with intra- and inter-agency staff to coordinate life skill services through group workshops, individualized programs and support groups as needed to assist the family with self-sufficiency as a part of aftercare program.
 - Monitor family progress through phone calls, site visits and case management appointments. Advocate for needed services for clients. Act as liaison between landlords, court/criminal justice system and treatment services; maintain ongoing contact with service providers.
 - Document work in case files (and other methodologies as appropriate, including but not limited to HMIS, spreadsheets, etc.) according to agency protocol, to meet or exceed requirements set by grantors and professional ethics guidelines.
 - Complete HMIS data entry, including entering of VI-SPDAT scores.
 - Act as agency's liaison and point-of-contact for Wake County Continuum of Care's Coordinated Entry and access points.
 - Attend staff, Board committee, and community meetings as directed. Participate in staff presentations and/or represent agency in community when needed. Cooperate with volunteer involvement, work teams, and donation drives.
 - Assist with 'on-call' support to congregations, volunteers and residents.
- *Other duties as assigned.

Schedule:

- Full-time, salaried position
- 10 day on (Monday thru following Wednesday), 4 day off rotation (Thursday through Sunday)

Qualifications:

A bachelor's degree in a human service field or comparable work/life experience required. One year of experience working with populations experiencing homelessness required. Successful experience in human services program delivery and management, especially with families, is primary qualification. Strong

assessment skills, case management experience, and the ability to function as part of a team preferred. Proficiency with MS Office tools (Word, Excel) and Google Suite (Gmail, Calendar, Drive) is essential. Ease in data entry in required internet based database required. Fluency or facility in Spanish is a plus.

Physical Demands/Working Conditions:

- Must conduct client home visits
- Occasional evening and frequent weekend hours required
- Required participation in the 24 hour on-call rotation
- Exposure to outside weather conditions
- Potential exposure to bloodborne and/or airborne pathogens

Other Requirements:

- Valid North Carolina Driver's License and satisfactory driving record
- Current valid proof of car insurance
- Acceptable background report

Compensation: Competitive salary with generous benefits, 403(b) plan available.