



**Family Promise of Northern New Castle County seeks a**  
**Full-time Case Manager- Rapid Rehousing**

**About Family Promise ®**

Family Promise of Northern New Castle County (FPNNCC) prevents and ends homelessness for families by engaging faith-based congregations, volunteers and donors. We are a housing-first model with wrap-around services continuing for the families after they move into housing. Our niche is to keep families together. *This Case Manager will be essential to the effectiveness of FPNNCC operations of the Pathway to Housing Program.*

**Case Manager (CM) Job Objective**

This organized, compassionate, and motivated person will quickly transition families from homelessness to permanent housing, following a rapid-rehousing, housing-first approach. The CM will also assist families in obtaining outcomes such as securing employment, increasing earning potential, securing/maintaining housing, and securing a trade/certificate.

**Team Responsibilities:**

- Participate with Case Management peers for planning, training, supervision, evaluation, and team building purposes.
- Make yourself available when peer Case Manager asks for assistance.
- CM's ensure all programs meet FP, funder and Centralized Intake expectations.
- CM's ensure shelters are in compliance with grant guidelines and safe/secure.
- Contribute to the database of resources for families. Executive Directorw/Director of Family Services will follow up and is responsible for any formal partnerships.

**Case Management Responsibilities:**

- Lead the intake process for all potential families into the Rapid Rehousing Program: conduct intake interviews including talking with referral source(s)/partners; conduct orientation for new families ensuring they are understand expectations and guidelines.
- Assist with job applications and interview preparation; budgeting/financial coaching; getting families connected to necessary resources (daycare, counseling, educational programs, etc.);
- Find housing for families by liaising with landlords and getting families ready as needed: debt repair, ensuring families can get utilities turned on in their name, will have furniture, etc.
- Work with other Case Managers as needed for shared resources related to behavioral/mental health, employment, financial literacy and budgeting, housing plans, and educational planning.
- Serve as an advocate for families with community service agencies.
- Provide crisis support to families and volunteers as needed. Serve on-call for one week at a time, within staff rotation.
- Housing inspections of the homes families will be moving into.
- Conduct home visits and communicate in a way that is mutually convenient.
- Assist with intakes to other shelter programs though not main responsibility.
- Conduct background checks and review as appropriate with guests/case management staff.
- Maintenance of 50-60 cases as a load when at capacity.

**Administrative Responsibilities:**

- Work with /supervise volunteers and interns as needed.
- Document all case management activities in writing and/or electronic systems as required.
- Track services provided (furniture, bus passes, financial assistance, gas cards, etc.).

- On call, provide coverage for nights/weekends (approximately 1week/month).
- Responsible for collecting and managing data, accurately and efficiently.
- Keep case file records for every family, meeting program, funder and family needs.

***External Partnerships/Local Community Relationships:***

- Network with landlords, employer partners and other nonprofits, sharing resources with other Case Managers.
- Establish referral connections and direct relationship connections where possible.
- Participate in community events when asked to attend or CM identified and approved by Executive Director/Director of Family Services.

**Additional Responsibilities:**

- Job requires flexible scheduling and will involve weekend/ nights to meet with families.
- Must have valid driver's license and willingness to use personal vehicle to transport guests if necessary (reimbursed for mileage).
- Assist with ensuring cleanliness and safety of Family Promise facilities, meeting the guest needs.
- Ensure guest dynamics within the facility are conducive to the Family Promise NNCC positive culture and supportive of families' housing plans. If not, reinforce guidelines, issuing warnings, take disciplinary action, having meetings and in conjunction with Peer Case Manager, asking a family to leave the program if safety or policy/procedures are an issue.
- Some lifting of materials/donations and help moving families into their own apartments.
- Assistance at fundraisers and special events as needed.
- Additional responsibilities as needed. Family Promise provides shelter and community-based rapid rehousing and shelter diversion programs. There may be opportunity to provide part-time support to other FP programs.

**Education, Experience and Skills**

- Minimum 3 years' experience related to employment placement, housing/shelter, and/or family services. Experience with homelessness and/or vulnerable populations required.
- Expected case management skills include trauma-informed care, rapid-rehousing, housing-first and a strength-based approach.
- Four-year degree (BSW, psychology, or related degree) desired. Master of Social Work, LCSW or related field a plus.
- Must be detail oriented, organized, enthusiastic, execute projects in a fast-paced, often pressured environment; able to prioritize, take initiative, self-manage, work independently and use good judgment at all times.
- Must have a can-do, figure-it-out attitude and possess a flexible and positive attitude, modeling this for families we serve. Ability to help families achieve outcomes is necessary.
- Must be proficient in computer programs and demonstrated record of tracking outcomes, and recording case notes. Experience using CMIS, Salesforce, Outlook and Microsoft Suite of products a plus.
- Interpersonal skills and comfortable working with various constituents: staff, guests, faith community volunteers, other community providers, corporate and foundation partners, etc.

**Work Environment & Managing Success:**

- The Case Manager reports to the Director of Family Services and works as a peer with other CM staff.



- Family Promise is comprised of a small staff, including a high performing Case Management team and a large pool of volunteers.
- This position's success is measured by the growth of family services and outcomes of the families: rate to permanent housing (80%), retaining housing (80%), length of time engaged in services (less than 45 days), and maintaining a caseload of about 50 families.

**Salary and Benefits**

- This is a full-time position with benefits: health insurance, generous PTO, retirement match.
- Mileage reimbursement for work-related car travel.