

**Family Promise of Harrisburg Capital Region (FPHCR)
Case Manager Description**

Our Organization:

Family Promise of Harrisburg Capital Region (FPHCR) is a nonprofit agency (501c3) that serves families who are experiencing various degrees of homelessness. We are one of over 200 Family Promise affiliates in 41 states. Over 110,000 volunteers serve in Family Promise affiliates nationwide.

Job Objective:

To be the external resource for FPHCR's programming through the skill building classes, case management, and program expansion. The Case Manager's job is to provide resources and skill-building opportunities to families within our network and the community at large. This is a highly creative, social services-oriented position.

Accountability:

Accountable to the Program Manager.

Responsibilities:

1. Skill Building classes:
 - a. Conduct skill-building classes to IHN families and other FPHCR program participants.
 - b. Support staff in other community and volunteer training opportunities as needed.
 - c. Evaluate program success and adjust accordingly.
 - d. Identify (alongside FPHCR staff team) other needs within the community and provide further training classes.
2. Case Management
 - a. Work Collaboratively with FPHCR team to conduct telephone screening for all families calling for assistance.
 - b. Conduct interviews and criminal history checks on all families seeking services.
 - c. Meet with staff to assess and/or review program applicants.
 - d. Review & update waiting list on at least a monthly basis.
 - e. Develop individual family permanency plans with each family admitted to Family Promise of Harrisburg Capital Region IHN Program within 24 hours of entry date.
 - f. Assist each family to set and implement daily goals, as deemed appropriate.
 - g. Review and adjust the family permanency plan with each family weekly.
 - h. Advocate on behalf of the families as needed to help them access needed services.
 - i. Facilitate "Wheels Up" program.
 - j. Facilitate "Keys Up" program.
 - k. Facilitate "Heads Up" program.
 - l. Maintain records on families' progress using FP Force database system.
 - m. Meet with Program Manager weekly to report family progress and get any direction needed.
 - n. Conduct the "discharge" process when families leave the program.
 - o. Conduct ongoing case management with families in stabilization program.
 - p. Provide services and resources to families dependent on needs.
 - q. Model positive relationships and communication skills.
3. Congregational Care:

- a. Work collaboratively with Community Engagement Associate to engage with host sites and volunteers through regular communication.
 - b. Share family stories with FPHCR network in order to support our mission and debunk stereotypes.
- 4. Day Center Operations:
 - a. Deal with crisis situations in a safe, effective manner. Notify the Program Manager of situations that occur and seek assistance if needed.
 - b. Work with guests to ensure that all tasks and chores are completed.
 - c. Serve on-call on a rotating basis.
 - d. Other responsibilities may be assigned.
- 5. External:
 - a. Act as a resource for other agencies seeking referral information on current or former guests.
 - b. Participate as a member of service provider coalitions.
 - c. Maintain current resource file for agency.
 - d. Interact with other service providers as a team player when such interaction is for the benefit of clients.
 - e. Other responsibilities may be assigned.

Environment:

This is a highly responsible professional position providing a variety of skill-building opportunities to FPHCR families and the community. The expected work schedule will include time at Day Center in Camp Hill and possibly at future satellite office sites during Business Hours. Additional hours are flexible as appropriate to support the needs of the clients we serve and includes an on-call rotation. Duties are performed with a high degree of independence under the supervision of the Program Manager. Must be able to pass child abuse clearances.

Minimum Qualifications:

Experience and training within social work, child and family development or a human service field; valid State of Pennsylvania driver's license and clean driving record. Fluent in technical skills related to Microsoft Office, Word, Excel, Outlook, presentation software, case management database systems, and internet research. Proven professionalism, flexible communication styles, and demonstrated ability to work with individuals from diverse backgrounds required. Must possess good problem-solving skills, have analytical ability, and a positive attitude to succeed.

Education and Experience:

Bachelor's in social work, child and family development or related human services field – or – associates degree in human services with 3 or more years' experience in the field preferred. Preference given to those with experience working directly with families experiencing homelessness or at risk for being homeless.

Skills Needed:

- 1. Communication: ability to make presentations to large groups and communicate well in written and oral forms.
- 2. Planning and organizational: ability to handle multiple tasks simultaneously.
- 3. Interpersonal: ability to work effectively with a wide range of people.
- 4. Leadership: ability to make decisions, solve problems, and delegate tasks and responsibilities.
- 5. Personal: self-starter, self-regulated, works well on a team, and intrinsically motivated to succeed
- 6. Technology: ability to communicate through e-mail, use computer programs (Word, Powerpoint, Excel, case management database system), and office machines (fax, copier, etc.)

Working Hours: Maximum of 40 hours/week

SALARY: \$15-\$17/hour depending on experience and education plus monthly health stipend of \$400/month.

To apply and be considered, send all of the following documents to director@familypromisehcr.org.

1. A cover letter expressing your interest in our organization and how your experience matches our needs/requirements. Please include your availability for further discussion and your preference for contact (email or phone).
2. A resume including appropriate work experience, dates of employment, specific applicable training and education.
3. Three (3) references, stating the relationship, years known, and contact information.