

Family Promise of San Joaquin County Case Manager Job Description

Overview

Family Promise of San Joaquin County (SJC) is an affiliate of the national organization, Family Promise, with the mission of reducing homelessness and supporting low-income families to achieve sustainable independence through a community-based response. We strive to support families as they transition to stable housing through community, empowerment, and care. We are seeking a Case Manager who will enable Family Promise SJC to further our mission and be a part of the solution to end homelessness for families.

Responsibilities

Intake/Case Management:

- Promptly respond to all prospective guest initial contacts
- Determine services needed for prospective families within our 4 core programs: Eviction Prevention, Shelter Diversion, Rotational Shelter, or Stabilization
- Coordinate in-person interviews for prospective Rotational Shelter guests and manage shelter waitlist
- Process program paperwork and keep files digitally backed up
- Create program binders for each guest family
- Create family service plans to help guests set and realize programmatic goals
- Break down service plan into weekly family goals
- Meet at least weekly with guest families, if not more to adequately address a family's unique needs
- Help guest families with community resource referrals, budgeting finances, and accountability to program rules and expectations
- Advocate on behalf of guests as needed to help them access essential social services
- Maintain consistent and organized case records and keep necessary statistics
- Conduct and/or coordinate in-house classes/workshops such as Good Tenancy and Financial Literacy
- Maintain knowledge of community resources and relationships with social service agencies in the community
- Maintain relationships with family graduates through stabilization program

Operations:

- Drive 15 passenger van as scheduled in rotation with other staff/volunteers to transport guests to and from host congregations (mornings and/or evenings) plus occasional appointments
- Open/close Resource Center as scheduled
- Promote our program as needed at Family Promise events and events in the community
- Other duties as assigned

Requirements

- 3 years of Case Management experience specifically with the homeless community (Required)
- Bachelor's degree in social work or related field (required)
- Must be at least 25 years old with a valid CA driver's license with no DUIs or moving violations in the past 3 years
- Must pass a criminal background check

Qualifications

- Knowledge of local government and social service programs
- Self-starter with strong problem-solving skills
- Can clearly share ideas, actively listen to others, and openness to feedback
- Team player with the ability to work collaboratively towards common goals
- Strong interpersonal skills to build positive working relationships with all staff, volunteers, and families
- Ability to balance workday
- Ability to listen and respond with care to the needs of those in challenging situations
- Strong conflict resolution skills
- Ability to approach conversations with empathy and understanding
- Ability to motivate families to success through structure, dependability and positive reinforcement

Job Type

- Full-time

Starting Salary

- \$67,000 plus benefits

Schedule

- Tuesday-Saturday
- Day shift
- Evenings as needed
- Weekends as needed

To apply:

- Please submit a cover letter **and** resume to jory@familypromisesjc.org
- Applicants without a cover letter will not be considered