



POSITION DESCRIPTION

Family Support Case Manager	
Department: La Posada Interim Housing	Status: Regular Full-time, Exempt
Reports to: Team Supervisor	Last Reviewed: August 2025
Titles reporting to this role: None	Next Review Date:

Position Summary:

Provides comprehensive case management services to program participants, to address their individualized psychosocial needs, with a focus on housing and employment stability. Provides aftercare/ follow-up services to assigned families, as needed.

Essential Duties and Responsibilities

Include the following, other duties as assigned:

Intake and Assessment

Conducts intakes and comprehensive psychosocial assessments of newly enrolled participants and ensures that participants receive all required intake/enrollment documentation.

Ensures that participants understand all program policies, procedures and rules related to their participation in the program.

Service planning, Monitoring, & Outcome Evaluation

Meets with participants on a weekly basis to monitor their needs and review progress in achieving service goals. Develops, regularly reviews and evaluates service plans with participants on a monthly basis. Collaborates with assigned families to review and modify services plans, as needed, in order to address any issues or barriers affecting progress towards service goals. Consults regularly with assigned families to ensure quality service coordination and effective communication.

Participant Service Delivery

Provides case management services to an average of five to six (5-6) families at a given time. May provide case management services to additional families when needed.

Fosters and maintains positive and collaborative relationships with assigned families.

Coordinates and assists participants with job searches and application processes, as well as any other employment-related needs and activities. Ensures participants are enrolled in La Posada's EDUCATE program if they are not already employed, or enrolled in an external educational or employment program. Works with EDUCATE Coordinator to provide workshops and training sessions for participants, related to tenant rights and responsibilities, budgeting and employment.

Manages and records monthly escrow savings planning and deposits for participants.

Conducts routine apartment inspections on a weekly basis. Regularly consults with Supervisor regarding participant issues to support problem resolution and full engagement in services.

Maintains participant confidentiality at all times.

Referral and Linkage to Community Resources

Maintains an awareness of community resources appropriate to children, youth and family needs, and makes proper use of these resources through timely referral and follow-up.

Makes regular contact with businesses and social service agencies to build relationships that augment the number of employment and educational opportunities for participants.

Develops and maintains working relationship with property owners and low income housing entities to create a network of housing options. Provides all necessary referrals related to employment, mainstream benefits, housing, and other family needs. Advocates on behalf of participants regarding housing placement or other issues.

Documentation

Maintains updated, accurate, and comprehensive documentation in participant files to reflect all case management activities and services. Ensures that participant case files are complete and maintained in accordance with funder, agency and accreditation requirements.

Administrative Tasks

Approves and submits personal time sheets and ensures compliance with agency and funder guidelines. Accountable for daily activities within the allowable activities approved by the agency. Responsible for entering universal data elements into HMIS and STARS as required within the 48 hours of enrollment and periodic updates as required by contractual funders. Develops and maintains an employment/education data bank, which includes information obtained through research and outreach efforts. Provides statistical and other program reports as requested. Other duties as assigned to support participant service delivery and program operations.

Performance and Quality Management

Demonstrates a working knowledge of La Posada program requirements, accreditation best practice standards and contractual expectations. Is actively involved and knowledgeable of the agency's Performance Quality Improvement process. Actively participates in weekly supervision, staff meetings, mandatory trainings and additional professional development training as needed to enhance knowledge and skills. Fosters positive and collaborative working relationships with other agency staff and cultivates a professional and respectful work environment. Incorporates the agency mission, philosophy, core values into direct daily work and decision-making. Adheres to agency policies and procedures, best practice standards and funder requirements. Promptly reports situations that pose a threat to staff, participants, or agency, according to the agency's Incident/Accident Reporting system.

General Requirements:

Sensitivity to cultural diversity is required. Will be subject to drug and alcohol screening, as well as aptitude and skills' testing. To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to perform the essential functions.

Education/Experience:

Minimum of a BSW or BA Degree from an accredited college or university in Social Work or related Human Service field required; at least one year of direct service experience preferred.

Language Skills:

Bilingual in Spanish and English preferred.

Computer Literacy & Knowledge Skills Abilities:

Computer literacy is required. Must be proficient in the use of Microsoft Office applications including Outlook, Word, Publisher and Excel, to enter and retrieve data as needed.

Mathematical Skills:

College-level math skills required.

Operating Environment and Working Relationships:

Ability to work independently and collaboratively, as indicated. The Family Support Case manager interacts regularly with multi-level LP staff, participants and other staff throughout the agency. Must develop and maintain positive and professional relationships with internal and external stakeholders, including social service, employment and housing partners. Must demonstrate tact, professional composure and diplomacy when interacting with others. Must work collaboratively with diverse populations. Must develop and maintain strategic relationships with community partners. Must support and maintain a congenial work environment within the La Posada program.

Decision Making Authority:

Under the guidance of the Team Supervisor, the Family Support Case manager must demonstrate the ability to work independently in executing tasks, utilizing good judgment and sound decision-making; must demonstrate discernment regarding issues or situations, which warrant supervisory attention.

People Management:

This position does not supervise others.

Remote Work/Technology (WIFI)/Mobile Phone Usage:

Eligible for remote work but not eligible to receive a personal mobile reimbursement. A request for a technology reimbursement must be submitted within 30 days of incurring the expense.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, sit, talk and hear. The employee frequently is required to use hands. Must be able to walk and up and down up to 3 flights of stairs and lift and carry 25lbs.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Other:

Must have access to a car, have a valid driver's license and insurance

Must be able to travel as part of home visitation requirements, and in the execution of other programmatic responsibilities;

From time to time may be required to work on weekends and/or holidays.

Must possess excellent interpersonal skills.

Professional image and presentation expected, at all times.

Must possess exceptional time management and organizational skills.

Must be able to travel to other locations throughout the city or state as part of professional development trainings, conferences or other events.

Disclaimer:

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The content of this job description is not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

I acknowledge and understand that:

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.

Employee Signature/ Firma de Empleado: _____

Date/ Fecha: _____

