

## POSITION DESCRIPTION



### **Title:** Family Support Case Manager

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**Department:**  
La Posada Interim Housing

**Exemption Status:**  
Exempt

**Reports To:**  
Team Supervisor

**Last Revised:**  
February 2020

**Titles Reporting to Job:**  
None

**Last Reviewed:**  
February 2020

#### **Position Summary:**

Under direct supervision of Team supervisor, employee utilizes agency policies, procedures and practices to assess psychosocial needs and provides a wide range of direct case management services to program participants with emphasis on housing stability. Also develops, implements, and evaluates educational and employment needs and engages in job development activities with participants, in accordance with the program's objective and policies. Employee also provides aftercare/ follow-up services to assigned families, in accordance with funder expectations and best practice standards.

#### **Essential Duties and Responsibilities:**

##### **Agency:**

1. Nurtures positive and collaborative working relationships with other Agency staff as well as outside providers.
2. Implements the Agency mission, philosophy, core values to direct daily work and decision-making adheres to agency policy.
3. Cultivates a professional and respectful work environment.
4. Is actively involved and knowledgeable of the Agency's Performance Quality Improvement process.
5. Approves and submits personal time sheets and ensures compliance with Agency and funder guidelines.
6. Accountable for daily activities within the allowable activities approved by the Agency.

##### **Essential Duties:**

Include the following, other duties as assigned:

1. Family Support Case Manager (FSCM) manages no more than four (4) family cases at a given time (4:1 ratio). However, a FSCM may be required to temporarily maintain 1-2 additional family cases on a short-term basis, when appropriate in order to meet service needs.
2. Conducts intakes, data entry and social assessments of newly enrolled participants at entry to La Posada.
3. Develops, reviews and evaluates service plans with participants on a monthly basis, while providing case management services to assigned families to meet their individualized needs, specifically focusing on housing, as well as individualized educational and employment needs.
4. Attends all necessary training as required by contractual funders.
5. 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.
6. Conducts enrollment with participants that consist of distribution of documents and understanding of the program's policies, procedures and rules during their participation.
7. Reports all incidents as required through the agency's Incident Reporting system.
8. Meets with participants and updates their progress on a weekly basis in their client file and on electronic case notes.

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9. Develops and maintains an employment/education data bank, which includes information obtained through research and outreach efforts.
10. Coordinates and assists participants regarding job searches and application process, as well as any other employment-related needs and activities.
11. Makes regular contact with businesses and social service agencies to build relationships that augment the number of employment and educational opportunities for participants.
12. Ensures participants are enrolled in La Posada's EDUCATE program if not already employed, or enrolled at an outside education/employment program.
13. Provides all necessary referrals related to employment, mainstream benefits, and housing, and continuously follows up on needs with all participants.
14. Employee develops and maintains working relationship with landlords and low income housing resources to create a network of housing options for participants of the program.
15. Advocates on behalf of participants in regards to any issues related to housing placement.
16. Works with EDUCATE Coordinator to schedule workshops and training sessions for participants, related to tenant rights and responsibilities, budgeting and employment.
17. Manages and records monthly escrow savings planning and deposits for participants.
18. Conducts and case notes routine apartment inspections on a weekly basis.
19. Participates in staff meetings related to agency's services and staff training. Attend local seminars and conferences to increase knowledge and skill for professional development.
20. Collaborates with the team to provide quality services for all participants.
21. Ensures appropriate documentation in participant files. Maintain statistical records and report other data as requested by the agency.
22. Participates in regular supervision and maintains participant confidentiality at all times.
23. Other duties as assigned to fulfill the mission of the program and agency needs.

**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 and at least one year of direct service experience preferred.

**Language Skills:**

Must be bilingual (English & Spanish); Must be able to understand and proficiently read, write and speak in both languages.

**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.

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**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.

**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.

**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 position description is not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

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**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:** \_\_\_\_\_