



## Position Description

**Title:** Case Manager  
**Supervisor:** Executive Director

### **Job Summary:**

This is professional work coordinating the various components of the Family Promise of Memphis (FPOM) program, including shelter at hosting church congregations, day center activities, support services, and aftercare for families experiencing homelessness. The Case Manager must collaborate with other community organizations to provide supportive services and case planning to families in shelter in an effort to assist them with moving quickly to permanent housing. The Case Manager must maintain positive working relationships with volunteers from the FPOM member congregations, FPOM staff, community providers, and families in the shelter. This work is performed with a high degree of independence under the supervision of the Executive Director.

### **Specific Duties and Responsibilities:**

1. Screen families for acceptance into FPOM shelter based upon program guidelines related to volunteer, guest, and congregation safety.
2. Conduct intake assessments involving face-to-face evaluations with families referred for FPOM services.
3. Collaborate with families to develop and implement a comprehensive case plan that will identify any barriers to re-housing and develop targeted goals for both the family and Case Manager to address these barriers.
4. Conduct at minimum weekly face-to-face meetings with adult guests in shelter to monitor family progress on the case plan.
5. Collaborate with other community service providers to advocate for and connect families to needed service and resources.
6. Monitor families work on their case plan, as well as compliance with program policies and procedures, taking steps to ensure that families make progress and follow policies. Discharge families from shelter when necessary.
7. Using an approved curriculum, assist families with financial management and budgeting skills
8. Maintain contact with congregation coordinators to inform them of pertinent information about families and to provide them with information necessary to provide congregational shelter services.
9. Maintain regular contact with hosting congregation volunteers to monitor family comportment in shelter.
10. Monitor family comportment at the Day Center to ensure compliance with rules and help resolve conflicts if necessary
11. Maintain professional and detailed case notes of all family interactions in appropriate electronic format and in printed format for case files.
12. Maintain FPOM case files in proper order, including completion of any necessary chart documents.
13. Enter all family data into HMIS database as required and in a timely manner
14. Provide as-needed aftercare service and community resource assistance to former FPOM families who have moved into housing in effort to help them maintain housing.
15. Attend quarterly meetings of FPOM congregational coordinators, to coordinate services and maintain continuity of care.
16. Assist Executive Director as needed with day-to-day operations of the FPOM office/Day Site.

17. Assist Executive Director with training and supervision of volunteers in the FPOM office/Day Site.
18. Assist Executive Director with training of congregational volunteers.
19. Share on-call duties, including twenty-four-hour-per-day, seven-day-per-week availability, with the Executive Director and other staff, responding to emergency calls from families, coordinators and other congregational volunteers.
20. Perform other duties as assigned

**Qualifications:**

Bachelor's Degree from an accredited university in psychology, social work, or a related human service field. Minimum 2 years experience working with families in a social service setting preferred. Must also have a valid driver's license.

**Knowledge, Skills, and Abilities:**

Knowledge of available community resources in Shelby County for families experiencing homelessness

Knowledge of best practices working with families experiencing homelessness, including Housing First Model

Ability to work effectively with individuals from diverse cultures and backgrounds

Ability to use sound judgment and critical thinking skills in crisis situations

Excellent oral and written communication skills

Strong computer skills with experience in Microsoft Word and Excel and ability to learn other computer programs quickly as needed

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