

<b>Job Effective Date:</b>	5/1/2020	<b>JD Status:</b>	Active
<b>Job Title:</b>	<b>Family Services Program Manager</b>	<b>Job Reports To (Title)</b>	Executive Director
<b>Job Code:</b>		<b>Exemption Status:</b>	Exempt

### Organizational Profile and Job Summary

Family Promise of San Gabriel Valley (FPSGV), has been one of the leading community-driven homeless service agencies, unique in its delivery of shelter and services, and dedicated to its commitment that families should remain intact and every child deserves a home. Our mission is to help families challenged with homelessness and low income achieve sustainable independence through a community-based approach. Our signature program, the Congregational Network Shelter, is part of the Family Promise National model implemented by more than 200 affiliates across the country. We engage our guest families with compassion and hospitality as they are hosted by an interfaith network of congregations and community groups in a rotational shelter. Family Promise SGV staff provide holistic and individualized case management services, advocacy, housing navigation and other supportive resources that empower families to achieve and sustain independence as they secure and increase income and regain stable housing. Beyond the Congregational Network Shelter, FPSGV has been building its capacity to meet the complex issues of family homelessness and poverty through initiatives around prevention and stabilization.

Family Promise of San Gabriel Valley (FPSGV) is looking for a Program Manager with extensive knowledge in homeless services and case management for families, experience in program development and implementation, and demonstrated experience partnering with the faith community to lead and strengthen our programs and initiatives.

The Program Manager will have oversight of Family Promise of San Gabriel Valley programs and initiatives including, the Congregational Network Shelter Program, Prevention and Stabilization initiatives, and will participate in the development of other programs under the direction of the Executive Director. The Program Manager, under direct supervision of the Executive Director will provide comprehensive and holistic case management, understanding that case management is "a process to plan, seek, advocate and monitor services on behalf of homeless families". This includes, but is not limited to, screening/assessments, intakes and onboarding, planning, linkages and referrals, navigation, monitoring, documentation and advocacy. Other areas of responsibility include congregational relations, volunteer coordination, community and provider network engagement, new program development, database management, group work and engagement and supervision of social work interns.

### JOB RESPONSIBILITIES

- Comprehensive case management: outreach, screening/assessment, intake and onboarding, individual case planning, referral, housing navigation, documentation, monitoring and advocacy;
- Provides weekly case management for families within the CNSP program;

- Provides monthly case management for families participating in Homeless Prevention and Stabilization Initiatives;
- Responsible for accurate and up to date case files, documentation and database entry in accordance with HMIS protocols;
- Maintains accurate data and prepares monthly and annual program reports, and as needed;
- Ensures client access to HOPE Day Center as needed and appropriate in collaboration with Volunteer Coordinator;
- Provides leadership for Congregational Network/Host Coordinator meetings;
- Participates and represents Family Promise of San Gabriel Valley at community and provider network meetings/events, relevant Family Promise Affiliate meetings and other stakeholder meetings to be determined in consultation with the Executive Director;
- Participates in the development of new programs, and manages other projects and programs under the direction of the Executive Director;
- Ability to provide oversight and management of social work interns, under the direction of the Executive Director.

## **JOB QUALIFICATIONS**

### **Minimum Education, Experience and Qualifications:**

- Bachelor's Degree in Social Work (BSW)
- Minimum 2-3 years case management experience, preferably in the family homeless services sector;
- Culturally competent, trauma informed and sensitive to families/individuals experiencing homelessness and from diverse socio-economic and ethnic backgrounds;
- Ability to relate and work with faith-based congregational organizations;
- Highly motivated, enthusiastic, and demonstrates strong initiative with excellent interpersonal skills;
- Ability to be organized and efficient with time, demonstrates ability to prioritize, multitask, and problem-solve;
- Communicates clearly and effectively, both in written and verbal settings;
- Capable of working independently as well as in collaboration with a team;
- Exercises mature judgment and maintains ethical standards and professional boundaries;
- Flexible work schedule to include some evenings and/or weekends;
- Successfully pass a criminal background check;
- Reliable transportation and a valid CA driver's license.

### **Preferred Education, Experience and Qualifications:**

- Master in Social Work (MSW)



- Minimum 3 years case management experience, preferably in the family homeless services sector;
- Experience working within the Los Angeles County Coordinated Entry System and a working understanding of the County's Homeless Initiative Strategies;
- Experience with Motivational Interviewing;
- Bilingual (Spanish/English).

Preferred Licensure, Certification, Registration:  
Master's Degree in Social Work from a CSWE Accredited University

**DISCLAIMER:** The above statements are intended to describe the general nature and level of work being performed by incumbents assigned to this job. This is not intended to be an exhaustive list of all the responsibilities, duties and skills required. The incumbent may be expected to perform other duties as assigned.

All applicants should submit a cover letter and resume to [director@familypromisesgv.org](mailto:director@familypromisesgv.org).