



1005 E. Las Tunas Dr. #525
San Gabriel, CA 91776
Tel. 626-569-0991

Position Title: Prevention and Education Case Manager
Hours: Full-time
Reports To: Executive Director
Compensation: \$20-24/hr., based on experience, plus benefits

Organizational Profile

Family Promise of San Gabriel Valley (FPSGV), has been part of the leading national organization preventing and ending family homelessness since 2009. As one of more than 200 local, independent affiliates of Family Promise, we are part of a national network unique in its delivery of shelter and services, and dedicated to its commitment that every child deserves a home and families should remain intact. Volunteers are the core of Family Promise, engaging guest families with compassion respect and hospitality as they prepare and serve meals, eat and play together with parents and children, and further provide encouragement and skill-based support through tutoring, resume assistance, workshops, etc. that is critical to families regaining stability and staying connected to their community. FPSGV 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/increase income and regain stable housing.

Our holistic approach to the crisis of family homelessness involves prevention services before families become homeless, shelter and professional staff support to help families experiencing homelessness access housing and resources, and stabilization programs once families have secured housing.

Position Summary

Under the supervision of the Executive Director, the Case Manager is responsible for the provision of program development, landlord engagement and individual case management. The Case Manager's primary role is to work alongside families that are at risk of homelessness, or in need of limited move-in assistance to secure permanent and safe housing. The Case Manager will further work to assess the need for, develop and connect families to relevant and timely workshops and additional supportive services that will improve their likelihood of housing permanency and sustainable independence. This includes sustainable employment, increasing earning potential, tenancy rights and responsibilities, and further developing financial and life skills that will support stabilization and independence.

This Case Manager 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, advocacy and stabilization care. Other areas of responsibility include establishing a provider network, landlord and community engagement, workshops, database management, and work with social work interns/volunteers.

Duties and Responsibilities

Case Management and Family Engagement:

- Conduct outreach to local school districts, social service agencies, local cities and other stakeholders to identify eligible families

- Manage first response and referrals for prevention and move in assistance
- Conduct comprehensive screenings and assessments with households to collect functional, environmental, financial, housing information
- Assist clients in completing required documentation such as lease agreements, rental application and rental assistance documentation.
- Provide crisis intervention services that address emergency needs of housing crisis, with a focus on enhancing clients' ability to independently problem solve, utilize effective coping skills, and manage and self-coordinate care.
- Provide individualized case management services to all prevention families (on-site and in the field) on a weekly basis for the first four months and biweekly up to 1 year, including, but not limited to:
 - Family-driven Individual Service Plans that ensure housing stability and address each family's needs and goals (i.e. employment, life skills, educational planning, financial literacy and budgeting, and projections for housing stability)
 - Identify, connect, mediate and advocate for families' needs and rights with all appropriate supportive services and housing resources
 - Progress evaluation and accountability
- Act as advocate for client, while working with landlords to mitigate risks of displacement.
- Assist clients in securing housing, housing related assistance, educational and vocational training access, and public benefits where available.
- Maintain accurate, complete and timely data records of activities and services provided, case management notes and financial assistance in family files, and upload these to electronic database systems, including FP Connect and HMIS, as appropriate and in compliance with all funder requirements
- Prepare narrative and data reports for various stakeholders under the direction of the Ex. Director
- Work closely with and coordinate appropriate assignment of responsibilities/activities to social work interns, under the direction of the Executive Director.
- Lead the development and implementation of relevant, appropriate, and culturally sensitive workshops that will support the needs and stabilization goals of all FPSGV families in collaboration with FPSGV staff and utilizing community stakeholders, volunteers and other partners – *initial focus will be on developing job readiness, good tenancy, and financial management workshops*
- Equipped or willing to be equipped in Crisis Prevention Certification
- On-call duties and other duties as assigned

Community Engagement:

- Participate and represent Family Promise of San Gabriel Valley at community and provider network meetings/events, relevant Family Promise Affiliate meetings and other stakeholder meetings, in consultation with the Executive Director;
- Serve as a public speaker on behalf of Family Promise SGV, its programs and guest families to share about our services and impact
- Build and maintain collaborations with other social service agencies, landlords, employer partners, Work Source centers and other local short-term training vocational opportunities, and other community-based organizations that would support the goals and sustainability of FPSGV families
- Collaborate with Communications and Volunteer Manager to secure furniture, household goods, moving assistance and other resources needed for prevention families
- Collaborate with Communications and Volunteer Manager to identify workshop hosts, trainers, mentors and other volunteer leadership opportunities that serve FPSGV families

- Participate in the development and implementation of new initiatives and projects under the direction of the Executive Director

Minimum Education, Experience or Qualifications

- 2-3 yrs. relevant case management experience, ideally in the family homeless services sector
- 1-2 yrs. experience in adult education, curriculum development, training and/or teaching
- Bachelor's Degree in Social Work from an accredited college/university; Master's Degree in Social Work from a CSWE Accredited University, preferred
- Dedicated to the mission of Family Promise of San Gabriel Valley
- Highly motivated, enthusiastic, and demonstrates strong initiative with excellent interpersonal skills
- Culturally competent, trauma informed and sensitive to families/individuals experiencing homelessness and from diverse socio-economic and ethnic backgrounds
- Experience with Motivational Interviewing and knowledge of principles and techniques of 'beginning where someone is at', engaging participants, establishing rapport, and building relationships
- Knowledge of basic de-escalation techniques
- Experience working in and knowledge of the Family Coordinated Entry System, the Los Angeles Homeless Services Authority (LAHSA), the Dept. of Public Social Services, and local Vocational Training programs and services, including Work Source centers, preferred
- Possess strong written and verbal communication skills and ability to present material in an engaging and informative manner
- Ability to analyze and present program performance data in quantitative and narrative reports
- Knowledge of challenges often correlated with family homelessness, including mental illness, substance abuse, violence, poverty and isolation
- Knowledge of the local communities of the San Gabriel Valley a plus
- Ability to work with and relate to faith-based congregations
- Demonstrated ability to maintain appropriate and professional boundaries, exercise mature judgment and problem-solve
- Demonstrated ability to organize time and multiple priorities, projects and responsibilities while managing work demands and timelines
- Ability to work independently, accurately, efficiently, and with an eye for detail while continuing to move caseload forward
- Ability to access support and guidance as necessary
- Excels at operating in a fast paced, diverse, community environment while being flexible and adapting to changing priorities
- Bilingual (Spanish/English) strongly preferred
- Proficient in Microsoft Office and Google Suite applications, the ability to gain a working knowledge of Salesforce, and a willingness to learn and utilize other relevant software programs

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.*

Accountability and Review

90-day probationary period with a performance review, followed by annual evaluations.



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Physical Demands, Environmental Conditions, Equipment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disability to perform the essential job functions. Employee is required to: walk and climb stairs; reach with hands and arms; be mobile by moving oneself from place to place quickly and easily; carry and lift; climb hills; bend, stoop or kneel; operate a computer keyboard; able to complete all forms; make and receive telephone calls; use the copier. Employees will be subjected to outside environmental conditions while conducting various levels of outreach to homeless neighbors.

In addition to working in a typical office environment, the case manager may be required to work in areas inhabited by homeless persons, including working in dirty environments and dealing with challenging individuals.

If you are interested in being considered for this position, please submit a resume and cover letter to director@familypromisesgv.org.