



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

**Position Title:** Family Shelter and Diversion 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's primary role is to work alongside families in our rotational shelter program to acquire full-time employment and permanent housing. The Congregational Network Shelter, is an innovative model that engages a network of faith communities and volunteers to provide temporary shelter to families with children at their congregations on a rotational basis. Additionally, the Case Manager will identify families seeking shelter services that would be appropriately served through problem solving and shelter diversion.

The Case Manger 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 congregational relations, volunteer engagement, community and provider network engagement, database management, management and group work with social work interns.

### **Duties and Responsibilities**

#### **Case Management and Family Engagement:**

- Manage first response and referrals
- Maintain an active and ongoing waitlist of potential candidates for our rotational shelter or diversion program to ensure complete utilization of the shelter's capacity.
- Conduct prospective family screenings, intake, interviews, and selection in collaboration with the Executive

Director.

- Provide comprehensive, direct case management services for all shelter (on a weekly basis) and diversion families (min. bi-weekly basis), including, but not limited to:
  - Individualized Family Planning
  - Progress evaluation and accountability
  - Life skills, budgeting, money management and projections for housing and stability
  - Connect, mediate and advocate for families' needs and rights with all appropriate supportive services and housing resources
  - Exit planning and stabilization services
- Ensure accurate, complete and up to date case notes and 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 Board, Ex. Director, funders, newsletter, and other audiences under the direction of the Ex. Director
- Ensures client access to HOPE Day Center as needed and appropriate, in collaboration with Volunteer Manager
- Work closely with and coordinate appropriate assignment of responsibilities/activities to social work interns, under the direction of the Executive Director
- Provides logistical coordination and communication to the Congregational Network and other volunteers relevant to family needs and hosting, in collaboration with and support of the Volunteer Manager
- Develops, implements and connects families to workshops and other opportunities designed to support families in their goals, i.e. life skills, financial management, tenancy rights and responsibilities, etc.
- Equipped or willing to be equipped in Crisis Prevention Certification
- On-call duties and other duties as assigned

**Community Engagement:**

- 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, as determined 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, and other community-based organization that would support the goals and sustainability of FPSGV families
- Identify and assist in securing resources needed for shelter and diversion families including, in kind donations, holiday and birthday gifts, child care, vehicle and maintenance resources, and other needs
- Identify clear opportunities for volunteer leadership in response to and in anticipation of family needs, and work with Volunteer Manager to ensure implementation of such projects (i.e. tutoring, mentoring, resume assistance, workshop development or teaching, etc.)
- Participates 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

- 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.

### **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;



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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](mailto:director@familypromisesgv.org).