



Position: Community Supportive Housing (CSH) Case Manager

Reports to: Director of Social Services

### ***About Families Forward***

Since 1915, Families Forward Philadelphia has been dedicated to the same mission – to provide information, advice, guidance, protection, and shelter...originally targeted to travelers. We continue this legacy 100 years later by meeting the needs of Philadelphia's homeless families. We offer a full range of supportive services to achieve our mission to help homeless families become healthy, productive, and self-reliant. Families Forward works closely with the City of Philadelphia's Office of Homeless Services to help families transition back into the economic mainstream, obtain permanent housing, and lead healthy, fully realized lives.

### ***Position Description***

The Community Supportive Housing Case Manager provides case management and counseling services to families in the Community Housing Program including initial assessments, reassessments, service plans, referrals and discharge planning. The Case Manager also participates in staff meetings, staff supervision, trainings and case conferences. It is imperative that this essential staff member builds a trusting and cooperative relationship with the families they serve. While the primary focus of FFP is next step housing, our team is committed to assisting the "whole-person" and "whole-family" unit in achieving milestones and goals set forth within the initial planning. The CSH Case manager is a part of a team that aims to wrap around the family unit, while maintaining the highest practical level of physical, mental, and psychosocial well-being and quality of life for the participants.

All the positions within Family Forward Philadelphia (FFP) are expected to exemplify the Core Values of agency. We will all work as a team and within our individual roles to exude the values of ***Service, Social Justice, Dignity and Worth of the Person, Importance of Human Relationships, Integrity, and Competence.***

### **RESPONSIBILITIES:**

- Conduct (at minimum) bi-weekly visits with families.
- Conduct monthly home inspections (property and physical safety).
- Complete intakes and initial assessments.
- Develop a living service plan that addresses the uniqueness's of the entire family unit.
- Identify and document strengths and/or barriers toward "next-step" housing.
- Support participants in managing financial responsibilities.
- Liaison (when appropriate) between participants and landlord and/or utility providers.
- Facilitate quarterly service plans conferences & submit final documents.
- Coordinate services with other service providers as guided by the service plan goals.



- Facilitate (when appropriate) and promote participant attendance at workshops hosted by FFP and/or external organizations.
- Maintain accurate and real-time documentation of contacts, referrals, and services.
- Maintain a participant caseload of approximately 25 (may vary depending on staffing structures).
- Attend management supervisions, staff meetings, and trainings as scheduled by regulators, funders and/or FFP management
- Coordinate and facilitate case conferences and service plan meetings.
- Utilize HMIS as a documentation and communication tool (mandatory)
- Maintain accurate, neat, informative, and descriptive paper charts for each participant
- All other duties as assigned

#### **KNOWLEDGE, SKILLS & ATTRIBUTES:**

- Knowledge of social services, child welfare and family systems services.
- Must demonstrate empathy, compassion and respect for Families Forward Philadelphia participants, staff and volunteers
- Culturally sensitive to the needs and diversities of multi-cultural communities.
- Ability to work independently and take the initiative to identify and address tasks without prompting.
- Highly organized, ability to multi-task, with excellent time management and prioritizing abilities.
- Able to demonstrate good judgment.
- Excellent interpersonal skills.
  - practices good customer service
  - respectful to all involved,
  - and courteous demeanor in all working relationships.
- Ability to handle confidential information appropriately.
- Must be accurate and detail oriented.
- Proven ability to work independently and problem solve.
- Desire to empower people to become their best selves

#### **QUALIFICATIONS:**

- Minimum Bachelor's degree in social work or related field required
- Minimum 2 years social service experience
  - Preferably with at-risk
  - Low -to-no income families
  - And/or Homelessness effected populations
- Must possess excellent written, oral and computer skills (Microsoft Suite 7.0 and higher)
- Ability to work evenings and weekends
  - Ability to work a staggered scheduled to accommodate participants' availability
- Must possess a valid driver's license, and pass all required clearances for employment