



Position: Family Residence (FR) 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 Family Residence Case Manager provides case management and supportive services to families currently living in the emergency family shelter (Family Residence), as well as provides aftercare supports once exited from the residence here at Families Forward Philadelphia. Case Management includes but is not limited to conducting initial assessments and reassessments, developing service and discharge plans, submitting and following up on referrals, and advocating for and coordinating services internally and externally, with a focus on identifying and resolving obstacles to housing. All activities should aid in order to ensure that families move as rapidly as possible towards self-sufficiency and permanent housing. 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 FR 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 Families 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 appointments with families.
- Conduct resident room visit/inspections with a Resident Aide at a minimum of bi-weekly, or more as needed
- Complete intakes and initial assessments.
- Develop a living service plan that addresses the uniqueness's of the entire family unit.

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- Identify and document strengths and/or barriers toward “next-step” housing.
- Support participants in managing financial responsibilities.
- Liaison (when appropriate) between participants and landlord, rental organizations, and/or utility providers.
- Coordinate and facilitate service plan 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
- Utilize HMIS as a documentation and communication tool (mandatory)
- Maintain accurate statistics to facilitate the completion of quality performance measures determined by regulators and Families Forward Philadelphia
- Prepare for and participate in Consumer Progress Review (CPR) meetings and other designated meetings
- Work collaboratively with the Residential Assistant, Education, Workforce Development, and Community Supportive Housing teams to ensure a comprehensive survive environment for each family.
- 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
 - Ability to drive or accompany clients to appointments using company vehicle as needed

PHYSICAL & SENSORY ENVIROMENT:

- Standing for extended amounts of time
- Walking for extended periods of the day
- Walking up and down stairs, two flights at a time
- Sitting for up to 8 hours per day, 4 hours at a time
- Frequently uses fingers for data entry.
- Frequently uses hands for filing, telephone usage and loading printers with paper
- Uses upper extremities to lift - up to 30 pounds
- Stoops, bends and reaches above shoulder level as needed
- Hearing as it relates to in-person and phone conversations
- Seeing as it relates to general and computer vision