Family Promise®
of the Mid-Willamette Valley
Interfaith Hospitality Network

JOB ANNOUNCEMENT: Family Case Manager

REPORTS TO: EXECUTIVE DIRECTOR **PAY RATE:** $13.58 to 19.38 per hour

To apply please send your cover letter and resume to tj@familypromisemwv.org and please include your answers to the following questions:

- Describe your experience working with vulnerable populations.
- Describe your experience working with the faith community.

Want to be a part of something larger than yourself and work to end homelessness in our community? Family Promise of the Mid-Willamette Valley is hiring a Family Case Manager to help mentor families out of homelessness and build skills to maintain their own home. This position will work with families and address financial habits, attitudes and budgeting skills that can move them towards housing stability. If this interests you, check out the information below.

Who We Are:
Family Promise of the Mid-Willamette Valley is a non-sectarian, not-for profit entity operating in West Salem. We have been in operation since 1999 and throughout our two decades, have worked to end family homelessness in our community. We work to accomplish this mission by engaging our faith community and pioneering new and innovative solutions to combat the challenges of family homelessness.

Position Overview:
This position provides case management, coaching, crisis intervention, and follow-up to families participating in our housing programs. This is a highly responsible professional position providing assessment, management and advocacy services to homeless families with children. The Family Promise Financial Counselor will work closely with other staff, other professionals from numerous community organizations, and with volunteers from the faith community and beyond. The expected outcomes of this position are that families will obtain and retain housing upon leaving Family Promise Services.

Desired Qualifications and Skills:

- Bachelor's degree in a related Administrative, Business, Liberal Arts or Social Sciences discipline and/or 4 years' experience directly related to the duties and responsibilities specified. Experience may be substituted for education.
- Computer proficiency, word processing and database management.
- Ability to work well with vulnerable populations and our faith community.

- Excellent communication skills.
- Ability to quickly learn quickly and adjust to change.
- Strong organizational skills
- Great at conflict mediation
- Candidates who are bilingual for English/Spanish are encouraged to apply

Responsibilities:

- Coordinates and monitors services to guests, including screening and conducting intakes of families; monitors comprehensive tracking of long and short term goals for each family.
- Facilitates guest access to community resources, including locating housing, vocational and/or employment opportunities or services; assists guests to develop natural resources and make contact with community social service agencies. Advocates on behalf of guests as needed to help them access essential social services and other programs.
- Assists guests in developing goals and assisting guests in being pro-active in achieving those goals. Meets with program participants regularly as they work toward self-sufficiency.
- Documents all case management meetings and records progress; maintains comprehensive client files, which may include documents held for safekeeping.
- Manage a mentoring, support and information system for families who have exited various programs of Family Promise.
- Represent Family Promise in crisis situations in absence of Executive Director, including 24 hour emergency support for hosting congregations and well as Day Center Staff.
- Perform miscellaneous job-related duties and assists the Executive Director as directed.

Additional Information:

This position is part-time, 25 hours per week. There will be 'on call' time that can be flexed with regular work hours. The hours of this position will be worked out in conjunction with other staff, guest families and needs of our Day Center. Typically, Monday through Friday, while our Day Center is open. It may require occasional weekend, holiday and evening time.