



Preventing & ending homelessness for families with children

Family Promise of Northern New Castle County
Seeks a Part-Time Shelter Diversion Case Manager

Family Promise of Northern New Castle County (FPNNCC) prevents and ends homelessness for families by engaging faith-based congregations, volunteers and donors. Family Promise NNCC provides shelter diversion, rapid rehousing and shelter for families. Please see www.familypromisede.org for more info.

We expanded to serve more families with our services. This Case Manager will be responsible for our shelter diversion program, however will be cross-trained on our programs (diversion, rapid rehousing and hospitality shelters) and may assist with them as needed.

Shelter Diversion Case Manager Job Objective

This organized, compassionate, and motivated person will assist families experiencing homelessness to avoid entering shelter and to secure housing. Currently, over 90% of families avoid shelter and the majority secure housing of their own. This will be the first position dedicated to shelter diversion!

Responsibilities:

- Receive referrals from Centralized Intake and promptly follow up with families. Families who qualify for shelter diversion are at the “front-door” of shelter- they are imminently at-risk of becoming homeless and/or entering shelter.
- Working from an asset-based, trauma-informed, housing-first approach; assist families to secure housing and work through any barriers as needed.
 - The goal is to avoid going into shelter. This may mean a family goes directly into housing or a family stays somewhere temporarily while they work toward housing.
 - In conjunction, we assist with job applications and interview preparation.
 - Work with other Case Managers to deliver resources, referrals and workshops as needed related to employment, financial literacy and budgeting, housing plans, and educational planning. Utilize organization’s resources and partnerships.
- Find housing for families by liaising with landlords and getting families ready as needed: debt repair, ensuring utilities can be turned on, will have furniture, etc.
- Serve as an advocate for families with community service agencies.
- Provide crisis support to families and volunteers as needed.
- Conduct monthly meetings at minimum. It is expected you will conduct home visits and communicate in a way that is mutually convenient.
- Caseload is estimated to be about 30-35 families at any given time (they are at various stages in the process of shelter diversion).

Administrative Responsibilities:

- Document all case management activities- Family Promise utilizes two cloud-based systems.
- Track services provided (furniture, bus passes, financial assistance, gas cards, etc.).
- You may be part of organization on-call system as we do provide shelter, provide coverage for nights/weekends (approximately 1week/month).
- Keep case file records for every family, meeting program, funder and family needs.
- Work with /supervise volunteer family mentors and interns as needed.



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Additional Responsibilities:

- Job requires some flexibility and may involve a weekend/night to meet with families.
- Must have valid driver's license and willingness to use personal vehicle to transport guests if necessary (reimbursed for mileage).
- Assist with ensuring cleanliness and safety of the Day Center, meeting the guest needs.
- May assist at fundraisers and special events (currently, we have two a year).

Education, Experience and Skills

- The successful candidate is enthusiastic, positive and can display good judgment.
- Can take initiative, and help families achieve **outcomes**.
- Must have a sense of urgency, creativity and a figure-it-out attitude.
- Four-year degree (BSW, psychology, or related degree) desired. Minimum 3 years' experience related to employment placement, housing/shelter, and/or family services preferred.
- Expected case management skills include trauma-informed care, housing-first and a strength-based approach.
- Must be detail oriented, able to prioritize and self-manage.
- Must be proficient in computer programs and demonstrated record of tracking outcomes, recording case notes.

Salary and Benefits

- This is a part-time position and eligible for disability insurance, retirement match, PTO.
- Mileage reimbursement for work-related car travel.

Work Environment, Schedule & Managing Success:

- This position can be 24-30 hours; 3- 8hour days, or 4-day days.
- The Case Manager reports to the Senior Case Manager.
- Occasional lifting of materials up to 25 pounds is necessary.
- Family Promise is comprised of a small staff and a large pool of volunteers.
- This position's success is measured by outcomes: rate to permanent housing (75%), retaining housing (80%), percent avoiding shelter entry (80%) length of time to housing (less than 30 days), and maintaining a caseload of about 30-35 families.

Application Instructions

Applicants should *email* resume, cover letter and statement of availability to employment@familypromisede.org. Include the words "Diversion Case Manager" in your subject line.