



*Preventing & ending homelessness for families with children*

**Family Promise of Northern New Castle County**  
**Seeks a Full-Time Rapid Rehousing/Shelter Diversion Case Manager**

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

**Case Manager Job Objective**

***This Case Manager will manage our successful shelter diversion program and provide community-based rapid rehousing as well.*** They will also learn all of our programs including our shelter programs, assisting with them as needed. Currently, over 80% of families secure and maintain housing and we need another Case Manager to help more families achieve these outcomes!

Part of caseload will be helping families avoid going into shelter and helping them go directly into housing or stay somewhere safe temporarily while you work with them to secure housing. The other part of the caseload are families who are in the shelter system and you work with them to find housing.

**Responsibilities:**

- Receive referrals from Centralized Intake and promptly follow up with families.
- Work closely with shelter staff to see if family can be diverted from shelter.
- Work from an asset-based, trauma-informed, housing-first approach, and help families secure housing. Assist them to work through barriers as needed.
- Utilize Family Promise's resources as well as community partnerships.
- Assist with finding housing for families and getting families ready as needed: debt repair, ensuring families can get utilities turned on in their name, will have furniture, etc.
- Extensive landlord cultivation and landlord mediation/advocacy/collaboration.
- Serve as an advocate for families where appropriate.
- Provide crisis support to families and volunteers as needed.
- Conduct weekly meetings with new families and monthly meetings at minimum once housed. It is expected you will conduct home visits/ communicate in a way that is mutually convenient.
- Caseload is about 30-35 families at any given time (various stages of the program).

**Administrative Responsibilities:**

- You will be part of the on-call system as we do provide shelter; provide coverage for nights/weekends (approximately 1week every five weeks).
- Document all case management activities- Family Promise utilizes CMIS database and Salesforce as our own cloud-based tracking system for services, case notes and other key information.
- Keep case file records meeting program, funder and family needs.

**Additional Responsibilities:**

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



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### **Education, Experience and Skills**

- The successful candidate is enthusiastic and extremely compassionate and can display good judgment. They will take initiative, and help families achieve **outcomes**. Must have a can-do, figure-it-out attitude and can get creative to help families secure housing.
- Four-year degree (BSW, psychology, or related degree) desired.
- 3 years' experience in direct service related to employment placement, housing/shelter, and/or family services preferred.
- Expected case management skills include trauma-informed care, rapid-rehousing, housing-first and a strength-based approach.
- Must be detail oriented, execute projects in a fast-paced, often pressured environment; able to prioritize, self-manage, work independently and use good judgment at all times.
- Must possess a positive attitude, modeling this for families we serve.
- Must be proficient in computer programs and demonstrated record of tracking outcomes, recording case notes.

### **Salary and Benefits**

- This is a full-time position with benefits: health insurance, generous PTO, retirement match.
- Mileage reimbursement for work-related car travel.
- Starting salary is mid to high \$30Ks depending on experience.

### **Work Environment & Managing Success:**

- 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 the outcomes of the families: rate to permanent housing (80%), retaining housing (80%), length of time to housing (less than 45 days), and maintaining a caseload of about 30-35 families.

### **Application Instructions**

Interested applicants should *email* resume, cover letter and statement of availability to [employment@familypromisede.org](mailto:employment@familypromisede.org). Please include the words "Case Manager" in your subject line.