

Family Promise of Western New York

Job Title: Family Case Coordinator

Classification: Full-time Manager

Salary: \$48,000-\$52,000

Reports to: Executive Director

Family Promise of Western New York (FPWNY) is an emergency shelter for families experiencing homelessness in our community. We run a small-scale model, serving only six families at a time in a very engaging, personal environment. The Family Case Coordinator provides intensive, tailored support for families that is proactive, person-centered and based on trauma-informed care best practices. A successful candidate will bring energy, creativity and compassion to our shelter to help our families get the outcomes they deserve, will be a team-player, will be comfortable documenting a family's progress and will want to accompany families out in the community to help advocate for them. We have a high-satisfaction work environment due to our manageable caseload, our hands-on approach and our small, collaborative team.

Family Case Coordinator's Duties

- Responsible for overall management of the caseload of families in shelter, from intake to assessment to management of care plan to ensuring families comply with the guidelines of the program to ultimately housing families back in the community.
- Intakes families into the program and immediately shares emergency and safety information with team, maintains collateral contacts for families
- Develops trusting relationships with families, utilizing a strengths-based, trauma-informed approach.
- Collaborates with each family on their overall goals in shelter through weekly Independent Living Plans and through creating small daily tasks for both families and staff in order to achieve larger outcomes
- Screens families within two weeks of intake to ensure they are eligible for Coordinated Entry
- Ensures linkages for each family member to appropriate agency and community resources and interfaces with other community services needed to help families accomplish goals.
- Accompanies and advocates for families, transporting guests in company vehicles when appropriate to ensure service delivery and successful outcomes.
- Diligently completes required case documentation in our shared notes, our internal case files and in other databases in compliance with agency expectations and regulations from the New York State's Office of Temporary and Disability Assistance.
- Works closely with the Executive Director and other FPWNY leadership to respond holistically to the behavior of guests in shelter and ensure compliance with all guidelines.
- Supervises agency social work interns
- Seeks out and develops positive relationships with the Department of Social Services, local service providers and landlords to increase FPWNY's referral network.
- Functions as an on-call support with the rest of the leadership team, collaborating together to respond to emergency calls, maintains collateral contacts for families
- Regularly attends meetings and training appropriate for this role, participates in bi-monthly supervision and represents FPWNY on local coalitions as assigned.
- Complete other duties as assigned by the Executive Director.

Skills and other Qualifications

- Bachelors in Human Services or related field required, MSW or equivalent would be advantageous, with at least three years of relevant experience working with families or in a human service environment (homeless shelter, housing specialist, child welfare, crisis situations, etc.) Will consider exceptional experience in place of educational credentials.
- Must have a valid Driver's License and driving record must be acceptable for insurer to clear candidate to drive company vehicle
- Must have strong writing and grammar skills to be able to issue notices, write case notes and interface with community partners
- Proficient in Microsoft Office and comfort with electronic systems to be able to navigate various databases
- Must have excellent communication skills for collaborating with our team and the community in order to drive complex goals
- Must have compassion for working with people in crisis and the ability to build rapport and motivate families towards achieving goals, previous trauma-informed training preferred
- Must have strong organizational and documentation skills
- Ability to work independently and with focus in a shared office environment
- Good character and judgment decisions, including displaying behavior appropriate to a mentor who works in close contact with children
- Position is conditional on the completion of required background checks

Agency Expectations

- Complies with agency standards of conduct and professionalism
- Demonstrates knowledge of the program, mission and services of FPWNY
- Complies with all policies and procedures in Employee Handbooks
- Maintains standards and guidelines set by agency or state regulatory agencies
- Is punctual and consistent in reporting for scheduled work shifts to assure coverage
- Maintains client confidentiality

Hours:

- In person 40 hours a week, Monday-Friday.

Benefits:

- Generous time off every year, including 12 paid holidays and 20 PTO days to start for use towards personal, vacation or sick time
- Comprehensive health care coverage with low cost employee premiums, copays and deductibles
- Access to low-cost vision and dental insurance, life insurance and other benefits through our PEO

To Apply: Please visit our website at www.fpwny.org/jobs