

Family Promise of Western New York Case Manager

Job Title: Case Manager

Status: Salaried, Non-Exempt

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 Case Manager 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. We have a high-satisfaction work environment due to our manageable caseload, the hands-on approach of our shelter and our success rate housing families.

Case Manager Duties

- Responsible for overall management of the caseload of families in shelter, including intake, assessment, management of care plan, adherence to guidelines of program and graduation.
- Develops trusting relationships with families, utilizing a strengths-based, trauma-informed approach.
- 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.
- Responsible for addressing violations of guest guidelines; works together with the Shelter Manager and Executive Director to ensure guest compliance with rules.
- Tracks families who have moved out of FPWNY shelter and provides ongoing support to reduce the risk of families falling back into homelessness.
- Seeks out and develops positive relationships with local service providers and landlords to increase FPWNY's referral network.
- Diligently completes required case documentation in various systems and databases in compliance with agency expectations and regulations from the Homeless Alliance of WNY, Erie County DSS and New York State's Office of Temporary and Disability Assistance.
- Mentors agency interns, regularly attends meetings and training appropriate for this role, participates in bi-monthly supervision and represents FPWNY on local coalitions as assigned.
- Functions as an on-call support with the rest of the leadership team, responding to emergency calls, filling in for shifts as needed and reporting concerns to the Director immediately.
- Complete other duties as assigned by the Executive Director.

Skills and other Qualifications

- Bachelors in Human Services or related field required, MSW or equivalent preferred
- Experience working with diverse populations preferred
- Valid driver's license and driving record must be acceptable for insurer to clear candidate to drive company vehicle
- Position is conditional on the completion of required background checks
- Compassion and patience for working with people in crisis
- Strong organizational and documentation skills

- Available for flexible shift hours
- Excellent communication skills for collaborating with team
- Good character and judgment decisions, including displaying behavior appropriate to a mentor who works in close contact with children

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
- Is punctual and consistent in reporting for scheduled work shifts to assure coverage
- Maintains client confidentiality

Hours: 40 hours a week, Monday-Friday, flexible shift hours

Compensation: Salary range \$40,000-\$45,000, commensurate with experience, plus a robust benefits plan including medical, dental, vision and several ancillary benefits.

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