



## **Employment Announcement Family Case Manager**

### **I. JOB SUMMARY:**

The Family Case Manager assists families in breaking the cycle of homelessness by providing full wraparound case management services with a heightened focus on attaining stable housing. The Family Case Manager facilitates all service and housing referrals based on the unique needs of each family through case coordination and outreach with community providers, landlords and property managers, public housing authorities and transitional/permanent housing providers. The Family Case Manager works with a multidisciplinary team to help families develop a comprehensive service plan and work toward attaining their goals and stable housing. The Family Case Manager follows up on all service referrals and collaboratively works with the client to ensure they are educated and able to successfully transition out of the shelter to self-sufficiency. The Family Case Manager understands that Broward County follows a Housing First model and that all clients' experience with homelessness should be rare, brief, and non-recurring.

### **II. ESSENTIAL DUTIES AND PRIMARY RESPONSIBILITIES:**

1. Assesses client's immediate housing needs using the Strengths-Based assessment, and collaboratively develops a clinically sound service plan with an express focus on a rapid transition to stable housing.
2. Maintains weekly contact with the client to discuss client progress, service referrals, and follow-up on the implementation of the service plan. Contact may be conducted telephonically or face-to-face based on circumstances.
3. Educates the client about available community resources to promote stabilization and self-sufficiency and facilitates service referrals based on the needs identified in the client's service plan.
4. Assists clients with obtaining childcare and/or completing school enrollment and the coordination of transportation.
5. Assists clients within increasing their income by providing assistance with entitlement benefits applications and referrals and follow-up for workforce development services.
6. Documents each client's progress towards service plan goals in the electronic health records system, following the Agency's documentation standards and specified timeframes.

7. Maintains a working knowledge of housing opportunities within the community and works collaboratively with Housing Navigators in order to help clients obtain permanent housing.
8. Interfaces with other staff and agencies to expand the agency's resource database, initiate referrals, and follow-up to ensure clients work towards a stable housing placement.
9. Efficiently manages an independent caseload of 10-12 client families and helps clients transition to stable housing as quickly as possible.
10. Facilitates weekly onsite workshops focused on helping clients learn skills, improve health, and foster interpersonal relationships, with the ultimate goal of fostering the client's ability to obtain and remain in stable housing.
11. Participates in multidisciplinary or other team meetings, in-service trainings, and other required meetings.
12. Complies with HIPAA Privacy Rules and communicates pertinent clinical information, with necessary client consents.
13. Generates specific activity reports in a timely manner and participates in the collection of clinical outcome data as directed by supervisory staff.
14. Maintains assigned client records as required by program policies and procedures.
15. All job requirements listed indicate the minimum level of knowledge, skill, and or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees will be responsible to perform any other job-related instructions/tasks given by their supervisor, subject to reasonable accommodations.

**III. AGENCY EXPECTATIONS OF EMPLOYEE:**

- All employees are expected to adhere to Agency Policies and Procedures.
- All employees are expected to dress appropriately and professionally.
- All employees are expected to attend required and/or assigned Agency trainings.
- All employees are expected to be courteous, polite and friendly both to our clients and to their fellow employees.
- All employees are expected to consistently report to work on time prepared to perform the duties of their position.

**IV. QUALIFICATIONS:**



**Education/Experience:** A Bachelor’s degree in Social Work or related field with at least two years of related experience. Years of experience, if appropriate, may substitute formal education. Proficient in Microsoft Office with excellent oral, written, and interpersonal communication skills and knowledge of community resources preferred. Must possess a valid Florida Driver’s License.

**V. WORK ENVIRONMENT:**

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Family Case Manager works in settings of Broward Partnership, including offices, classrooms, group rooms as well as being involved in other areas of Broward Partnership programs both on and off campus, including telecommuting assignments. In addition, the position is active in the community as situations warrant, representing Broward Partnership.

Please e-mail cover letter and resume to: [careers@bphi.org](mailto:careers@bphi.org) and include the job title of “Family Case Manager” in the subject line.

Broward Partnership is an EEO/Affirmative Action Employer and complies with all federal and state laws, and regulations. Our policy is not to discriminate against any applicant or employee based on race, color, sex, sexual orientation, gender identity, genetic information, religion, national origin, age, disability, veteran status, or any other basis protected by federal, state, or local laws. We participate in E-verify.