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## **Bilingual Case Manager**

### **Description**

This position reports to the Residential Program Director at House of Hope. Provides safety, structure, crisis intervention, and advocacy for clients in a residential shelter. Supports program participants in their current housing crisis provides supportive services in efforts to prevent future episodes of homelessness.

This is a full-time, non-exempt position with a hiring salary range of \$20.22 to \$23.97 per hour. This position takes place in a residential program with varied hours including days, evenings, holidays and weekends. The schedule is Saturday-Monday 3-11 PM, and Friday 9-3 PM. Benefits information can be found on Family Tree's career page at <https://www.thefamilytree.org/careers>.

### **Essential Duties/Responsibilities**

Orient new clients to the shelter and explain house guidelines. Provide information, referrals, and advocacy to current and prospective shelter program participants. Assist clients with processing their feelings, learning and practicing appropriate coping skills, and safety planning. Complete documentation in log entries, case notes, statistics, and other written information regarding client issues. Guide program participants in developing individual case plans for self-sufficiency. This may include assisting with benefits acquisition, educational/vocational referrals, financial empowerment, behavioral/health referrals, goal setting, life skills and the establishment of a personal support network. Complete safety checks at the start of each shift and throughout the shift if higher levels of concern exist.

### **Other Duties**

Support Family Tree mission and model Family Tree values of commitment, integrity, accountability, inclusiveness, collaboration and advocacy. Complete intakes with new clients and exit paperwork with outgoing clients. Adhere to all Family Tree, Inc. established policies and procedures; including those regarding timely reporting of suspected child abuse or neglect and confidentiality of client information. Attend supervision at least once a month with Program Director to communicate needs and concerns as they arise. Serve as a liaison for community agencies (i.e., schools, mental health agencies, human services, victim advocates, mentors, medical agencies, etc.) Promptly enter documentation and information into Client files and HMIS, as required. Assist in the training and direction of interns and volunteers. Attend and participate in weekly staff meetings by presenting cases in staff meetings and offer input to other cases, including case coordination and case plan implementation. Maintain regular attendance at a reliable level.

### **Knowledge, Skills and Abilities**

Must be bilingual in Spanish and English. Must be committed and skilled at building relationships with under-resourced, at-risk families. Be creative and flexible in service delivery of case management and Case Manager duties. Knowledge of metro Denver area resources preferred. Must represent Family Tree professionally in the community. Establish and maintain working relationships with various community providers and Homelessness Program team members. Demonstrate strong engagement skills to retain clients in a voluntary, residential service. Ensure a safe work environment and follow all safety procedures, including proper food handling and storage. Must understand Trauma Informed Care, which is culturally appropriate, individualized and strengths based. Must understand and work with the entire household utilizing a 2-Gen or multi-generational approach. A valid Colorado driver's license, car insurance, and acceptable motor vehicle record is preferred.

**Education and Formal Training**

High school graduate or equivalent is preferred. Lived experience in the issues our program participants face is preferred. Fluent in Spanish and the capacity to write and read in Spanish, both at a high school graduate level.

**Working Environment**

This position works in a residential shelter with women with children who are homeless, requiring coverage 24 hours per day, 7 days a week. The schedule may include days, evenings, and weekends. Must tolerate going into rooms that may be cluttered and dirty.

**Physical Activities**

This position requires accessing rooms that are not handicapped accessible. Talking and listening (ordinary conversation). Seeing (read paperwork, computer work). Manual dexterity sufficient to operate a computer, calculator, and telephone. Physically exert force of 10-15 lbs. Facility has multiple floors and the person in this position must be able to travel up and down stairs.

The physical demands 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.

Note: Job descriptions are not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated.