



3805 Marshall Street, Suite 100
Wheat Ridge, CO 80033
(P) 303.422.2133
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www.thefamilytree.org

Case Manager-5 Positions

Description

Homelessness Program Case Managers provide home-based case management services to families and individuals who have experienced homelessness or risk of homelessness. In order to help households, overcome their housing crisis and prevent future episodes of homelessness; Family Tree Homelessness Program utilizes the evidence-based practice of a Housing First Model. Case Managers work with individuals and families within their homes by providing rental assistance, supportive services, resource connections and goal setting.

These are full-time and part-time, non-exempt positions with a hiring salary range of \$18.72 to \$22.47 per hour working primarily Monday-Friday and occasional evenings and weekends. Benefits information can be found on Family Tree's career page at <https://www.thefamilytree.org/careers>.

Essential Duties/Responsibilities

- Provide and document home-based case management according to specific program(s) guidelines.
- Assist program participants with benefits acquisition, educational/vocational referrals, financial empowerment, behavioral/health referrals, goal setting, life skills and assist with the establishment of a personal support network.
- Develop, monitor and revise housing stabilization plan with program participants.
- Assist with interviewing, assessing and determining program eligibility for people who are homeless or at risk of homelessness.
- Promptly enter documentation and information into Client files, HMIS and other respective tracking systems as required
- Maintain a full case load

Other Duties

- 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
- Participate in at least monthly Supervision (by phone or in person).
- Attend weekly staff meetings, supervision meetings, on-site and off-site trainings, and other meetings as requested.
- Employees are held accountable for all duties of this job.

Knowledge, Skills and Abilities

- Must understand Trauma Informed Care, which is culturally appropriate, and individualized and strengths based.
- Must be committed to and skilled at building relationships with under-resourced, at-risk families and individuals.
- Must be open to learning and adapt well to change.
- Must be able to establish and maintain working relationships with various community providers and Homelessness Program team members.
- Must have a valid Colorado driver's license, car insurance, and acceptable motor vehicle record.



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- Ensure a safe work environment and follow all safety procedures.
- Must understand and work with the entire household utilizing a 2-Gen or multi-generational approach.

Education or Formal Training

- A combination of lived experience and professional/educational experience working with vulnerable individuals/families
Or
- Bachelor's degree in a human service related field preferred plus one year of experience working with vulnerable individuals/families,

Working Environment

- Due to various funding streams, responsibilities may include but not limited to working with participants in Permanent Supportive Housing, Rapid Re-Housing and Prevention Services.
- Must be comfortable going into homes that may be under-resourced, not air-conditioned, etc. This position requires visiting homes or locations that may or may not be handicapped accessible
- Must have access to reliable transportation on a daily basis for home visits and various off-site meetings.
- Due to program participants' availability, this position schedule requires flexibility, may include afternoon and evening hours, and very occasionally, weekend hours. This is a 40 hour a week position, primarily Monday through Friday, however can allow for a flexible schedule, with a blended remote and in-office work arrangement.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Activities

This position requires visiting homes or locations that may or may not be handicapped accessible. Talking, hearing (ordinary conversation), seeing (read paperwork, computer work.) Manual dexterity sufficient to operate a computer, calculator and telephone. Physically exert force of 10-15 lbs. 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.