



3805 Marshall Street, Suite 100
Wheat Ridge, CO 80033
(P) 303.422.2133
(F) 303.422.5707
www.thefamilytree.org

Case Manager

Description

This position reports to the Connections Program Director in the Homelessness Program. Provides field-based case management to households who are homeless or at risk of homelessness. It is the role of the Case Manager to support program participants as they end their current housing crisis and to provide supportive services in efforts prevent future episodes of homelessness, utilizing a Housing First Program Model.

This is a full-time, non-exempt position 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 field-based case management according to specific program(s) guidelines. Provide assessments, program enrollment, document procurement, and safety planning. 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. Track, document, and input participant data into respective tracking systems. 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 caseload.

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 monthly Supervision (by phone or in person). Attend weekly staff meetings, supervision meetings, on-site and off-site trainings, Roundtables 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. 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

Bachelor's degree in a human service related field plus two years of experience working with vulnerable individuals/families, or A comparable mix of education, professional, and lived experience. Must have strong computer skills; prefer Word, Outlook, HMIS and Access.

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 Emergency Services. Must be comfortable going into homes that may be under-resourced, not air-conditioned, etc.



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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. 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.

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