Case Manager

Description
The Kinship Case Manager increases the stability of families receiving Child-Only TANF by providing short term case management, crisis intervention, referrals to community resources, financial assistance and, emotional support and improving their knowledge and accessibility to community resources available in their community.

This a full-time, non-exempt positions with a hiring salary range of $18.72 to $22.47 per hour. This position works 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
- Initiate contact (e.g. make cold calls) to potential clients based on referral list provided by the County.
- Conduct home/phone/virtual client visits and complete assessments to determine needed services and determine how the Kinship Program can help maintain clients’ stability and increase their knowledge of community resources.
- Maintain a full caseload of clients/families based on requirements of funding source.
- Collaborate with clients in developing individualize plans at program entry/exit and assist their families in meeting their goals.
- Respond timely to client’s calls about crisis/problems situations and provide appropriate resources and/or financial assistance to families for their identified needs based on assessments completed or requested.
- Promptly Document all services using the Colorado Benefits Management System (CBMS) and Family Tree data base and following agency confidentiality policies and security procedures.

Other Duties
- Support Family Tree mission and model Family Tree values of commitment, integrity, accountability, inclusiveness, collaboration and advocacy.
- Adhere to all Family Tree established policies and procedures, including those regarding timely reporting of suspected abuse or neglect and confidentiality of client information.
- Follow Kinship Program internal policies to create and maintain case notes, complete assessment and paperwork, data entry, and completion of electronic files on all participants.
- Participate in Team and Agency meetings/trainings and Individual Supervision.
- Participate in outreach efforts (e.g. giving presentations, attending conferences, meeting with ground level staff, etc.) using marketing material provided by Family Tree to maintain a strong referral base and build a positive reputation and knowledge of the program and agency within the community and with County Human Services staff.
- Participate in facilitating and supporting monthly Kinship Legal Clinic and/or Circle of Parents support groups.
Knowledge, Skills and Abilities

- Must be committed to and skilled at building relationships with under-resourced, at-risk families.
- Must be open to learning and adapt well to change.
- Must be able to be both creative and flexible in service delivery of case management and case manager duties.
- Must be able to demonstrate and gain knowledge of metro Denver area resources.
- Must be able to work independently in clients’ homes and in the community.
- Must be able to establish and maintain working relationships with various community providers.
- Demonstrate strong engagement skills to retain clients in a voluntary, home-based service.
- Understand and adhere to Case Management best practices.
- Ensure a safe work environment and follow all safety procedures.
- Must be able to demonstrate and apply protective factors, Trauma Informed Care and client center approach, which is culturally appropriate, individualized and strengths based.
- Must be able to demonstrate and apply a 2-Gen or multi-generational approach.
- Must have strong computer skills; prefer Word, Outlook, CBMS and Access

Education or Formal Training
Four years of experience in Human Services field, Or a bachelor’s degree in any Human Services Field, Or a comparable mix of education, professional and lived experience.

Working Environment

- Must be comfortable holding difficult conversations with people
- Must be comfortable going into family homes/apartments.
- 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.

Physical Activities
This position requires visiting homes or apartments 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 a force of 10-15 lbs.