



## Job Description

**Position Title:** Family Stability Housing Case Manager

**Incumbent:**

**Program:** Family Support and Housing Services

**Date/Revision:** January 2024

### **Position Summary:**

The role of the Family Support & Housing Service Coordinator is to work intensively with a set group of families who are currently homeless or were homeless at program entry by providing intensive case management and coordination of services. This position will provide home visiting to individuals/families needing specific supports to promote and strengthen parent resiliency. This position promotes optimal family health & wellbeing using the Strengthening Families Protective Factors Framework. The Family Support & Housing Service Coordinator will work collaboratively both internally and with community partners to provide resources, referrals, and tools that support program participants in developing life skills that will lead to an increased quality of life by providing high quality comprehensive community and evidence-based home visiting services to prenatal and postpartum families, infants and children.

### **Desired Qualifications for Knowledge/Experience:**

- Bachelor's Degree in Education, Human Services, Counseling or a related field. Experience may be substituted for education on a year for year basis.
- Familiarity with housing/homelessness resources in Washington County.
- Knowledge of risk factors associated with domestic and sexual violence and their relationship to homelessness, as well as knowledge and experience working with issues of poverty and substance abuse.
- Experience working in home or community settings with families and children, home visiting experience preferred.
- Experience working with families with complex needs.
- Knowledge of resources in the community along with ability to teach simple life skills, including budgeting, healthy eating, and personal safety skills.
- Demonstrated ability to work effectively as part of a team.
- Ability to work with a wide range of people, including professionals and consumers, while maintaining an awareness of each individual's needs and strengths.
- Must be detailed oriented and be able to maintain accurate records and prepare comprehensive progress reports, as well as develop and track self-identified goals.
- A demonstrated commitment to a strengths-based intervention practice.
- Must demonstrate the highest ethical standards, be able to effectively communicate the goals of the programs and collaborate effectively with grant partners.
- Must display caring, respect, resilience, a willingness to adapt to change, and excellent interpersonal skills.

- Familiarity with regulations, laws, and procedures of the Vermont Agency of Human Services preferred.
- Must hold a valid Vermont driver's license.
- Ability to pass any required background checks.

**Reports to: Youth & Family Services Manager**

**Employment Category:**

**Pay Grade: 8**

**Number of Hours per week: 40**

**Essential Functions:**

- Case Management for CIS Family Support clients and clients associated with the YHDP grant. Caseload size will vary based on referral source, capacity and complexity of family needs.
- Regularly meet with clients both inside and outside of Family Center of Washington County offices to assess housing needs and complete intake, following grant protocol guidelines.
- Provide training and referrals to clients regarding financial empowerment, life skills, tenant education, parent and child resiliency, and support towards addiction recovery.
- Assist clients in the preparation of Individual Service Plans (ISP) to determine their goals, including a case plan, and assist with self-advocacy with relation to housing and family services.
- Assisting individuals to gain access to needed medical, social, educational and other services as well as addressing barriers to care.
- Engage in advocacy and collaboration with agencies on behalf of families.
- Risk reduction, intervention and advocacy, with a focus on: nutrition and physical activity, management of illness, substance use/abuse, trauma, and abuse.
- Coordinate parent education with Parents as Teachers and Strengthening Families framework and support the development of family protective factors.
- Coordinate various plans among appropriate community partners, particularly in the areas Family Services, Reach-Up, and employment related supports. Engage in general advocacy with a focus on the ultimate goal of successfully obtaining permanent and safe housing for clients.
- Develop opportunities for employment for FSH participants in collaboration with the local employment consultants and job coaches.
- Identify and access additional appropriate resources for families that have not yet been utilized.
- Attend all mandated training, and be available for additional training opportunities as identified supervisor.
- Work collaboratively as part of a team.
- Perform any other duties as specified under the mandates of our grants.

**Administrative Duties:**

- Maintain appropriate records as needed.
- Data entry and preparation of reports as assigned.
- Review and development of needed additional programs.
- Attend local and state housing coalition meetings, and other meetings as assigned.

- Perform any additional administrative or other duties as needed.
- Maintain confidentiality consistent with the Agency's policies and the law.
- Attends Agency events, public awareness activities, education sessions, and fundraising events as workload allows.

### **WORKING CONDITIONS**

Internal- Work is normally performed in climate controlled office environment, where exposure to conditions of extreme heat/cold, poor ventilation, fumes and gases is very limited. Noise level is moderate and includes sounds of normal office equipment (people, computers, telephones, etc.). No known environmental hazards are encountered in normal performance of job duties.

External- Home visiting and moderate travel will be required. Work outside the office normally takes place in participants' homes and similar office environments, although occasionally work may include classroom environments. Due to current conditions

### **PHYSICAL DEMANDS:**

Work involves standing and walking for brief periods of time, but most duties are performed from a seated position. There is potential for eyestrain from reading detailed materials and computer work. Deadlines, workloads during peak periods and changing priorities may cause increased stress levels. Work normally requires finger dexterity and eye-hand coordination to operate computer keyboards at a moderate skill level. Repetitive motion injuries may occur. Company will provide adaptive devices as needed.