

FAMILY PROMISE OF CHEYENNE

Job Title:	Family Promise of Cheyenne Case Manager/Program Assistant
Reports To:	Family Promise of Cheyenne Executive Director
Type of Position:	Hours <u>40</u> /week Full-time / Non-Exempt

GENERAL DESCRIPTION

This position reports directly to the Family Promise of Cheyenne Executive Director. Responsible for providing professional support and activities designed to provide strength-based case management for low-income homeless families for the purpose of removing barriers to achieving self-sufficiency.

JOB RESPONSIBILITIES

The following information is intended to be representative of the essential functions performed by personnel in this position and is not all-inclusive. The omission of a specific task or function will not preclude it from the duties of this position if the work is similar, related or a logical extension of the position. Other duties may be assigned.

Administrative Support

- Assist Director with planning, organizing, and publicizing events as assigned.
- Check office voicemail, mail and other correspondence regularly.
- Monitor office equipment and use proper channels for maintenance.
- Responsible for oversight and maintenance of common areas including reception room, work room, conference rooms & break room.
- Process incoming donations and attribute to appropriate grant.
- Clerical duties including answering phones and taking and relaying messages timely and accurately.
- Assist with grant writing and reporting as necessary.

Case Management & Support Services

- Provide telephone and/or face-to-face screening with potential clients who are seeking temporary financial assistance. Conduct shelter screening visits as appropriate.
- Explain agency services and determine program eligibility in accordance with current regulations using multiple-funding streams.
- Provide problem-solving assistance for clients in crisis, including options available to them within social service and community resource systems. Assist clients to identify other related needs and prioritize the first steps in addressing them.
- When appropriate, conduct an assessment with clients to identify a history and profile to assess the following: housing history, income and work history, physical/emotional health treatment, criminal history, debt, social support and available resources, etc.
- Advocate for clients to secure needed services and resources for which they are eligible.
- Assist clients with transportation to day center, host church, and client appointments when available.
- Facilitate groups on various topics.

Reports

- Maintain accurate, complete, up-to-date documentation of client service services. Submit paperwork in a timely manner.
- Enter data into reporting software, including donor and client.
- Report immediately to the appropriate authorities any suspected physical, sexual, and neglect cases for adults and children.
- Enter client information in required reporting systems.

Community Involvement & Advocacy

- Research community resources to assure a wide knowledge of available service options and make information available to clients.
- Network within the community and social services system to ensure access to available resources for eligible clients.

Meetings/Office Support

- Attend and actively participate in all assigned meetings.
- Represents the agency at professional and community meetings, as requested.

Professional Development

- Attend workshops and conferences as approved and required, in-person and online, at local, regional, and national level.
- Pursue continuing education in courses of study related to required duties and agency objectives.
- Stay abreast of current issues and information as disseminated through various media channels including social media, other agencies, partnerships, and taskforces.

Technology

- Utilize email, text messaging, and desktop/laptop usage to perform work duties.
- Able to operate Microsoft Word programs (Excel, Word, Powerpoint) at above-average levels.
- Utilize Google Docs, Gmail, and Outlook to coordinate schedules and doc sharing with other staff and volunteers

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EDUCATION & EXPERIENCE

- High School Diploma or Equivalent.
- Prefer Bachelors in Social Work or related degree.

OTHER REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Responsibilities may occasionally require availability for "on-call" duties.

- Knowledge of social and economic issues surrounding poverty. Knowledge of community resources and agencies providing services needed by the homeless population.
- Ability to be culturally sensitive to diverse client populations.
- Ability to apply required knowledge and work in partnership with clients to address their needs, and to develop effective solutions, plan and coordinate delivery of services.
- Ability to provide leadership, facilitate group processes, and work cooperatively with staff and volunteers.
- Ability to understand and follow complex written and oral instructions, rules, and procedure; to work independently and to be a vital and contributing part of a team.
- Ability to prepare and maintain clear, accurate, complete, and timeless records and reports.
- Ability to establish boundaries, which ensure professionalism and ethical interactions, and ability to adhere to established policies and procedures.
- Must possess general computer and word processing skills and be willing to learn other skills as required for specialized software.
- Must be able to work flexible hours, to include some evenings and/or weekends. This position may require after hour and weekend emergency call.
- Must be able to perform assigned duties under minimum supervision.
- Bilingual skill with English/Spanish speaking and writing is a plus.
- Must be able to provide proof of work eligibility. Must possess a valid driver's license and have access to a personal vehicle with required liability insurance for use in business related travel.
- Excellent written and verbal communication skills
- Ability to lift 50 pounds and maneuver donations up and down stairs as needed.
- While performing the duties of this job, the employee is occasionally exposed to outside weather conditions.
- Requires Frequent Local Travel and Occasional Out-of-Town Travel
- Attendance/Punctuality: Consistently at work and on time, ensures responsibilities are covered when absent, flexibility in availability
- Must be willing to submit to and pass a background check