



Position Description

Position Title: Case Manager/ Resource Specialist	
Submitted By: Tiffany McCoy	Date Revised: 3/17/2017
Work Area/Department: Family Services	
Immediate Supervisor's Title: Family Support Supervisor and Director of Family Services	

Section I – Position Role Statement

The Case Manager/ Resource Specialist position will have dual responsibilities spanning both Case Management and Supportive Services. Balance of activities in this position will change as needed to best meet the needs of the families and agency. All tasks will be to the benefit of the families engaged with Homeless Families Foundation as they work toward achieving permanent housing and self-sufficiency.

Section II – Essential Tasks

1. Family Support Responsibilities
 - a. Participate in prevention/aftercare services provided to RRH families.
 - b. Assist families with on-going needs, including supplies, food, appointments etc. as requested by Case Managers.
 - c. Participate in bi-weekly shopping requirements for Family Services supplies that may include food, blankets, and other necessities for families served in RRH Program.
 - d. Accept, sort, filter and stock all donations received for Family Services.
 - e. Act as lead for all holidays events and other special events specifically designed to benefit the children and families served in RRH Program
 - f. Manage, sort and oversee HFF's food pantry with guidance from Supervisor
 - g. Maintain resource bulletin boards, community books and other essential resource knowledge in Franklin County for children and families.
 - h. Act as point of contact for EFSP applications and assistance
 - i. Develop, enhance and sustain valuable community partnerships that positively impact children and families served through our RRH Program including Diaper Coalition, COWIC, Mid-Ohio Food Bank and Safe Sleep Program which may include data entry and record keeping for program compliance.
 - j. Will report to Family Support Supervisor for all responsibilities within Family Support.

2. Case Management

- a. Maintain an adjusted case load of families meeting all required standards for documentation and other paperwork.
 - b. Complete Intakes with families referred to Rapid Rehousing Program.
 - c. Assist families in locating housing within timeframes mandated by program. Worker is to be an advocate for the families when engaging with Landlords.
 - d. Ensure that all units are inspected, and meet the standards mandated by HUD before families move in. Engage in ongoing instruction to families around understanding their lease, and then ongoing lease compliance.
 - e. Develop relationships with families to encourage their engagement with programming.
 - f. Provide linkage with community resources as needed. Worker is to maintain an ongoing knowledge of available resources in the community.
 - g. Develop individual goal plans with families to identify action plan necessary to find and then maintain stability in housing within guidelines of program.
 - h. Coordinate and provide on-going communication between landlords and residents. Worker to advocate for clients, while also working with family on any lease compliance issues.
 - i. Monitors families' participation and needs using a Progressive Engagement model, usually with at least 1 home visit per week.
 - j. Plan and direct particular aspects of the program through service coordination with other agencies and providers.
 - k. Monitor housing for safety and housekeeping issues.
 - l. Provide employment support to families by providing information about job leads, job fairs, employment readiness programming etc. Assist with establishing child care.
 - m. Will report to Director of Family Services for all responsibilities within Case Management aspect of job.
3. Community Involvement.
- a. Develop, enhance and sustain valuable community partnerships that positively impact children and families served through our RRH Program including Diaper Coalition, COWIC, Mid-Ohio Food Bank and Safe Sleep Program.
 - b. Build and maintain relationships with local landlords and employers
 - c. Work in collaboration with all Homeless Families Foundation programs

Section IV – Scope of Responsibility

Case Manager/Resource Specialist is a position that will require worker to establish a balance between both job requirements. Time management will be essential to balance job tasks as they will change to meet the needs of the families and agency. Case load of families that worker is engaged in Case Management with will be adjusted depending on needs of family support at any given time. All requirements of this position are in place to facilitate overall self-sufficiency for the families we work with.

Section V – Organizational Relationships

Reports to: Both Family Support Supervisor and Director of Family Services.

Direct: – n/a

Indirect:

Peers: Other Resource Specialists and Case Managers

Section VI– Special Requirements

Ability to lift up to 50 pounds; walk flights of steps several times per day; stoop and bend.

Must have a valid driver's license and valid automobile insurance.

Meet continuing education requirements including CPR, first aid and crisis intervention.

Section VII – Reviewed By:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties.

All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

Please email resume to tmccoy@homelessfamiliesfoundation.org

No Phone Calls Please