



## **JOB DESCRIPTION - Case Manager**

**Title: Case Manager (Neighborhood Resource Specialist) – Full Time or Part Time**

**Reports to: Program Manager/Executive Director**

**Qualifications:**

1. Bachelor's degree in social work or related field with at least 3 years case management experience.
2. Knowledge, skills and practical experience implementing a strengths-based approach to case management – especially in working with families who are homeless.
3. An understanding of and a commitment to the mission of Bridge of Hope BuxMont:

*To engage our community in ending and preventing homelessness for single mothers and children in Bucks & Montgomery counties through neighboring relationships that demonstrate Christ's love.*

*Bridge of Hope BuxMont strives to support women and children facing homelessness in achieving these primary program outcomes:*

- *Safe and sustainable housing*
  - *Strong and resilient families*
  - *Supportive neighboring relationships*
4. Active member of a Christian faith community that confesses Jesus Christ as Lord and Savior, with a strong personal faith experience.
  5. Strong interpersonal skills.
  6. Position requires a valid driver's license and availability of a vehicle.

**Position Hours:**

1. 40 hours per week – serving 8 to 10 families – Full Time
2. 20-25 hours per week – serving 4 to 6 families – Part Time
3. 8-10 hours per week – serving 2 to 3 families – Quarter Time

All positions (FT or PT) have flexible schedule and must be available some evenings and weekends.

**Position Base:**

Main office is located in Souderton, PA. The program service area extends to Bucks (Upper and Central) and the entire county of Montgomery, PA.

**Position Summary:**

To provide case management and support services for mother-led families with dependent children who are homeless or at-risk of homelessness and foster relationships with Neighboring Volunteers, engaging both parties in developing their Bridge of Hope Neighborhood of Support throughout their 12 to 18 month participation in Bridge of Hope's program. This includes participating in the family entry process, assessing all family members, linking to community resources, guiding and equipping groups of Neighboring Volunteers as they build relationships with Neighboring Families, and providing support for participating families as they seek to establish safe and sustainable housing.

The work of the Case Manager is accomplished using family-centered, strengths-based, trauma-informed approaches, all with a spirit of cultural humility. All goal setting is driven by the Neighboring Family. The Case Manager uses the Bridge of Hope Outcomes, Benchmarks and Standards as a guide for implementing this position.

**Responsibilities:****1. Ongoing Case Management**

- a. Encourage and nurture the family in building trusting relationships in their Bridge of Hope Neighborhood of Support.
- b. Provide case management for each member of the Neighboring Family as needed and desired.
- c. Work with each family to promote and encourage growth based on Bridge of Hope's desired outcomes:
  - safe and sustainable housing
  - strong and resilient families
  - supportive relationships that open doors
- d. Promote family resilience and well-being by providing opportunity for specialized screening and linking to community resources as desired by the family.
- e. Assist each participant in budgeting, financial education and a goal plan geared towards self-sufficiency.
- f. Equip families in the area of money management and provide hands-on assistance with monthly financial planning.
- g. Maintain case records and documentation for each family unit in the program.
- h. Coordinate a graduation celebration for each family completing the program.
- i. Participate in regular supervision with supervisor.

**2. Creating Neighborhoods of Support**

- a. Conduct activities to engage Christian faith communities to form groups of Neighboring Volunteers.
- b. Facilitate Neighboring Training for all Neighboring Volunteers prior to the Neighborhood Launch.

**3. Family Entry/Selection**

- a. Receive agency, church and self-referrals and conduct "initial inquiries" via phone and maintain records of these inquiries.
- b. Participate in interviews with potential families as requested.
- c. Part of the team along with other staff, Program Manager and Executive Director that makes the final determination of a family's entrance into the program.

#### **4. Service Development**

- a. Conduct extensive and ongoing assessment for each family member using the Family Assessment.
- b. Initiate and maintain a Service Agreement and Family Goal Plan with each Neighboring Family. This plan should be updated on a regular basis (every 3-4 months).
- c. Complete additional paperwork for the beginning of services.

#### **5. Housing**

- a. Build landlord partnerships to enhance access to housing for families.
- b. Assist families in exploring a variety of housing options, the housing search, and move in process, including ensuring appropriate furnishings.
- c. Help families access and manage their credit, eviction, and criminal histories.
- d. Create and administer a rental assistance plan with the family to meet their individual needs.
- e. Educate families on basic tenant and landlord rights and responsibilities and assure that each family understands their own lease.

#### **6. Neighboring**

- a. Facilitate the Neighborhood Launch, a time when the Neighboring Family and Neighboring Volunteers meet each other for the first time.
- b. Prepare and guide both the Neighboring Volunteers and the Neighboring Family in building relationships with each other, assisting the family in identifying how they would like the Neighboring Volunteers to be involved with their family, and assisting the Neighboring Volunteers in discovering ways that they can support the family in achieving their goals and meeting every day needs.
- c. Provide ongoing training to Neighboring Volunteers.
- d. Maintain regular communication with the group coordinator for the Neighboring Volunteers.
- e. Develop, and maintain relationships with Neighboring Volunteers and respond to individual needs/calls/questions.
- f. Meet with Neighborhood members to facilitate resolution of conflicts/challenges as they arise.
- g. Join in assisting for the planning, facilitating and attendance of Hope Gatherings for all Neighborhoods and alumni.
- h. Facilitate closure for the Neighborhood when the family graduates or otherwise leaves the program.

#### **7. Evaluation Process**

- a. Maintain demographic data for Neighboring Families and Neighboring Volunteers and assure they complete the standard Bridge of Hope benchmarking forms, entering all data in the Bridge of Hope database.
- b. Maintain occasional casual contact with Bridge of Hope alumni to provide follow up support and conduct alumni follow-up surveys.

#### **8. Network with and build positive, working relationships with other agencies**

- a. Build relationships with other community agencies to enhance the process of both receiving and making family referrals.
- b. Participate in regular community service coordination meetings as appropriate, such as local collaborative agencies gathering, housing coalitions/Continuums of Care.

**9. Other responsibilities**

- a. Presence and support of all location fundraisers.
- b. Other tasks as deemed necessary by the Executive Director.

**Compensation:**

Pay will be commensurate with education and experience.

**Benefits include:**

- Generous PTO and Holiday pay
- Mileage reimbursement for all work-related travel. (Mileage is reimbursed at the IRS annual mileage rate.)
- Potential stipend or reimbursement for licensure supervision (LCSW, LPC, LMFT, CAC)

**Application Process:** Please submit a cover letter and resume to Jennifer Yothers, Executive Director at [ED@buxmont.bridgeofhopeinc.org](mailto:ED@buxmont.bridgeofhopeinc.org). Applications will be accepted until the position is filled.