



Support and
Shelter for
Overcoming
Homelessness

Family Case Management Supervisor | 2020

Job title	Family Case Management and Engagement Supervisor		
Reports to	Director of Family Crisis Services	Position Status	Full Time, 40 Hours
Salary Range	\$16 - \$22.00/hour to start	Assignment	Regular/Benefited
EEO Class	First/Mid Level Officials and Managers	FLSA Status	Exempt
Shift	Monday - Friday, Midvale Family Center; occasional after hours work required		

Job Summary

The Road Home is seeking a highly motivated individual who is committed, compassionate, willing to be challenged, and who wants to make a difference in the lives of others. We, at The Road Home, believe that the people we serve deserve our best every day. The Family Case Management and Engagement Supervisor will lead the efforts of the Housing-Focused Case Management and Family Engagement teams at our Midvale Family Resource Center, ensuring that all families who come to us are provided with the tools they need to step out of homelessness and successfully reintegrate with our community.

Duties and Responsibilities

1. Provide direct supervision and support to a team of five case managers and three short term crisis specialists.
2. Ensure that all family intakes are completed in a timely and accurate manner and quality of data meets required standards. Work with community partners on regularly required reporting to ensure consistent service delivery to all families seeking shelter.
3. Assist direct service staff in setting strengths-based, achievable goals for all families in shelter. Track and measure each family's progress toward achieving those goals, with specific housing-related focus.
4. Assist in maintaining a small budget to help families achieve their short-term housing goals.
5. Collaborate closely with Director of Family Crisis Services to ensure that all necessary information about families is clearly communicated to multiple agency departments and community partners. This includes progress on all families' housing-related goals, as well as information about their immediate needs. Workshop innovative ways for your teams to assist families in meeting their long term goals.
6. Identify resources provided in the community that may best serve family's needs and ensure case managers focus on setting families up to succeed once they move in to housing.
7. Serve as an integral part of the Midvale Family Resource Center leadership team, providing feedback to Director of Family Crisis Services on staff and guest concerns and work shopping ways to enhance the services provided to families at the Midvale Center.

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8. Serve as an advocate for families experiencing homelessness. Identify and track their special needs over time and work with the director to develop new and innovative ways to meet those needs.
9. Other duties as assigned.

Education and Experience

1. At least three years of case management experience.
2. At least one year of direct supervisory experience.
3. Bachelor's degree from accredited college or university is required. Applicants with a master's degree or above will be given preference. CSW or LCSW required.

Skills and Requirements

1. Excellent supervisory skills, with ability to model compassionate and Trauma Informed case management.
2. Ability to communicate effectively and handle difficult situations with professionalism, compassion and from a Trauma Informed perspective.
3. Intellectual curiosity and problem-solving skills.
4. Demonstrated understanding of challenges faced by vulnerable populations, Trauma Informed Care, and Housing First philosophies.
5. Familiarity with ClientTrack database is a plus.
6. Proven experience in collaborating with multiple stakeholders to achieve measurable results.

Physical and Equipment Requirements

Ability to lift 25 lbs

Ability to stand and walk for at least an hour at a time

Instructions to Apply

To apply, please email resumes@theroadhome.org. Please include the job title **Family Case Management and Engagement Supervisor** in the subject line.

The Road Home is an Equal Opportunity Employer