



Support and
Shelter for
Overcoming
Homelessness

Job title	Family Case Manager		
Reports to	Family Engagement and Case Management Supervisor	Position Status	Full Time, 40
Salary Range	\$15.50/hour	Assignment	Regular
EEO Class	Professionals	FLSA Status	Exempt
Shift	9-5, with one late day from 11-7, Midvale Family Center		

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 are looking for a candidate who can bring new skills and perspective to our supportive and motivated case management team.

The Family Case Manager provides client-centered case management services to families experiencing homelessness in both the Midvale Family Center and motels. Case management is focused on helping families to resolve their homeless crisis rapidly and move back into stable housing in the community.

Duties and Responsibilities

1. Assist families in navigating the shelter and housing resources available in Salt Lake County.
2. Provide families experiencing homelessness with support and resources, and work with families to develop achievable goals aimed at quickly resolving their homeless crisis.
3. Maintain a caseload of families who are currently in shelter and/or in motel placements.
4. Work with the case management and housing teams to ensure quick housing placement for families in need.
5. Maintain accurate and timely case notes and other required data on each assigned family and stay up to date on their progress toward housing placement.
6. Attend regular meetings.
7. Transport clients using agency vehicles. Conduct outreach visits to clients who are staying in motels (mileage reimbursement available if using own vehicle).
8. Other duties as assigned.

Education and Experience

1. Experience with case management and/or working with diverse, vulnerable populations.
2. Bachelor's degree from accredited college or university.
3. Knowledge or experience working with homeless populations preferred.

Skills and Requirements

1. Must adhere to and believe in the mission and vision of The Road Home.
2. Familiarity with Trauma Informed Care and Housing First philosophies, and ability to use sound judgment guided by these philosophies.
3. Ability to communicate effectively and handle difficult situations with professionalism and compassion.
4. Critical thinking skills and the ability to creatively problem solve.
5. High degree of comfort with data entry as well as detailed documentation skills.
6. Ability and willingness to accept direction from Case Management Supervisor.
7. Excellent time management skills and the ability to prioritize and multi-task in a fast paced environment.

Physical and Equipment Requirements

Should have the ability to lift 25 pounds.
Must be licensed to drive a vehicle.

Instructions to Apply

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