
Shelter Case Manager

Our Mission:

Family Promise of Greater Orlando is a non-sectarian, not for profit organization dedicated to ending the crisis of homelessness faced by Central Florida families by partnering with public and private agencies, religious congregations, and community volunteers to provide prevention, shelter, case management and stabilization services leading to sustainable housing and self-sufficiency.

Job Description:

The Shelter Case Manager is a highly responsible professional position within our Family Services Team that provides assessment, case management, and advocacy services to homeless families with children. The position is full time. The case manager will work as part of a dynamic, innovative team that embraces a creative environment.

Duties:

- Responsible for providing a positive role model and offering support and guidance in life skill development
- Crisis intervention
- Assist with management of the HUD Emergency Solutions Grant and other Rental Assistance programs, by providing case management and other supportive services to program clients and maintaining complete and accurate documentation of service objectives and outcomes in accordance with grant rules and regulations and agency policies and best practices
- Advocate for needed services and entitlements and obtaining additional resources
- Maintain client records, review case notes and track progress in the Homeless Management Information System.
- Monitor clients progress by participating in interdisciplinary meetings and evaluations
- Support client's graduation by reviewing and strengthening discharge plans, coordinating discharge and post-discharge requirements, and providing resources
- Improve treatment results by studying, evaluating and re-designing processes; implementing changes; and rewriting policies and procedures as needed
- Meet program budgets by monitoring expenses and implementing cost-saving actions
- Prepare reports by collecting, analyzing, and summarizing data and trends and compiling statistics
- Update job knowledge by participating in educational opportunities, reading professional publications, and participating in professional organizations.
- Enhance organization's reputation by accepting ownership for accomplishing new and different ideas and exploring opportunities to add value to job accomplishments.

Additional Responsibilities:

- In-home/shelter visits
- Providing client transportation (Using agency vehicle)
- Opening and closing the Resource Center
- On-call responsibilities (After hours crisis support)
- Attendance at agency events
- Working with volunteers
- Solicitation of in-kind donation items

Skills/Qualifications/Requirements:

- BSW or Related
- Bilingual a Plus
- Effective Verbal and Written Communication
- Efficient/Timely Documentation Skills
- Attention to Detail
- Proficiency in Microsoft Office
- Effective Decision Making
- Conflict Resolution
- Integrity, Commitment and Passion
- Ability to Work Independently or Within a Team
- Flexibility
- Experience Working Directly with Low-Income or Homeless Families Preferred
- Maturity, Sense of Humor, Common Sense, and the Ability to Relate Well to Others
- Background Check, Valid FL Driver's License and Vehicle Required

Work Environment and Physical Demands

- Work is generally performed in an office environment or in the field.
- Infrequent lifting of materials of up to 50 pounds may be necessary.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

How to Apply

Interested applicants should submit a resume and cover letter to team@familypromiseorlando.org. Please put Case Manager in the Subject Line.