

SPECIAL SERVICE FOR GROUPS JOB ANNOUNCEMENT

Title: Family Response Team	Division: HOPICS/CES for Families
FLSA: Non-Exempt, Full time	Supervisor: FRT Diversion Supervisor
Pay Range or Rate: DOE	Revised 9/05/2019

Summary

Under the direction of the Program Manager, the Family Response Team is responsible screening and eligibility, service coordination, triage to all FSC participants.

Essential Functions

- She/he will be responsible for screening referrals to determine eligibility and coordinating client intakes and assessments for those imminently at-risk and homeless.
- Developing individual housing service plans, making linkages and securing needed services for participants;
- Coordinating with other project staff and partners to provide housing placement services and supportive services to facilitate clients successful transition to permanent housing and coordinate services to foster housing stability during
- Provide clients with post-discharge information and referrals for homeless prevention services and other ancillary services.
- S/he will assist clients with identifying employment readiness; training and placement as needed or requested;
- Maintain up-to-date and accurate documentation in client files for service coordination/case management, housing placement, rental assistance, and move in assistance.
- Provide clients with information and referrals for homeless prevention services
- Provide the Program Manager with all required client information and assessment outcomes;
- Enter data into HMIS within 24 hours.
- Prepare project reports in accordance with funding requirements.
- S/he will assist in trainings and provide support to necessary staff, providers, and other project partners participating in project. The case manager will participate in all mandatory program and division meetings and trainings, as assigned by his/her supervisor and division director.
- Prepare reports in accordance with program requirements and Division policies.
- Conduct criminal background checks on all pre-eligible applicants and household members over 13 years of age.
- Maintain files/records on client services in compliance with HIPAA, 42 CFR Part 2 and other funding requirements for audit purposes.
- Maintain appropriate boundaries; and adhere to SSG's Code of Ethics and HOPICS' Core Values.
- Represent the Agency in a professional manner at meetings and community events.
- Regular attendance required.
- Other duties as needed.

Secondary Functions

Perform other duties as assigned by the Program Supervisor and or Division Director. Answer phones and route incoming calls; serve as back up to the Intake Coordinator in his/her absence.

Minimum Qualifications - Knowledge, Skills and Abilities Required

Associates Degree in Social Services or other administrative, business or housing field is required from an accredited or state approved college, university, with a minimum two (2) years job related experience working with homeless individuals and families, **OR** five years' experience working in social service field; case management and homeless program experience preferred. If in recovery, a minimum of three (3) years of being drug and alcohol free is required. Working knowledge of Microsoft Word, Excel, and other database programs.

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Knowledge of resource development, case management and documentation. Ability to work with clients from diverse cultural, ethnic, and socio-economic backgrounds. Ability to communicate effectively, both written and orally. Verification of Employment Eligibility and Background Clearance. TB test required (Not more than (3) month prior to or (7) days after Date of Hire, and renewed annually thereafter), CPR and First Aid Certification required within 30 days of employment with company and valid Driver's License and auto insurance required. Reliable transportation is required. Ability to communicate effectively, both written and orally. Experience working with homeless families and children, DCFS as well as an experience with placing homeless families into permanent housing.

Non-Essential Qualifications:

Experience using HMIS and at least one year of rapid re-housing experience preferred.

Supervisory Responsibilities:

This position does not have any supervisory responsibilities.

Environmental Conditions (Working Conditions)

This position is responsible to work in "client friendly" environments and is required to visit other shelters and homeless access centers as part of their duties. Local automobile travel is required. There is some responsibility to work in noisy environments where children and adults are present.

Physical Requirements

The Case Manager typically spends time sitting, standing, typing, thinking, writing, walking, driving, carrying (max. 25 lbs), listening, speaking.

Mental Requirements

This position will require the individual to be able to handle any/all of the following: constant distractions, interruptions, uncontrollable changes in priorities/work schedules: be able to process information, think and conceptualize.

Please email your resume to: jobs@hopics.org

Include the position title in the Subject.

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