

**POSITION: Case Manager & Family Services Staff at Deep Roots**

SUPERVISOR / REPORTING LINES: Executive Director

COMPENSATION: Annual salary TBD based on experience, cellphone provided, mileage reimbursement within reason. No additional benefits.

**PURPOSE OF POSITION:**

The Case Manager position will work with Deep Roots families to become stabilized and assist them with creating and implementing a family-specific plan of action. Case load at any given time will be approximately 12 families. This position requires on-site physical presence and on-going interaction with residents and external partners.

This position must maintain the security and confidentiality needed for this type of specialized transitional housing program. The Case Manager/ Family Services Staff must be available to intervene in conflict or crisis situations and is responsible for maintaining documentation as well as ensuring the smooth operation of the facility during the assigned hours. The Case Manager will work with other staff and volunteers to create a supportive community, helping to meet the needs of each resident and family.

RESPONSIBILITIES include, but are not limited to:

Direct Services Support:

*Child Resident Support:* Ensure that children are attending school, receiving appropriate medical and / or mental health care where required. Refer children to Deep Roots' monthly events and mentoring program. Encourage, facilitate and monitor educational progress and participation in appropriate extracurricular activities.

*Adult Resident Support:* Assist in formulating goals and priorities for each family. Guide Deep Roots residents through the 4 Phases of Residency. Connect adults to workforce training opportunities, job opportunities, and other needed services. Be aware of medical conditions, medication requirements, insurance and help acquire funds available for necessary treatments and medications. Be aware of legal issues and assist with necessary steps as appropriate. Be aware of debt issues and assist with resolution. Respond to residents' questions and needs. Assist in the pick-up and transportation of residents in Farm vehicles as necessary.

*Leadership and Facilitation:* Lead weekly community meetings. Lead, or procure individuals to lead, ongoing workshops on parenting skills, financial management, healthy eating / meal planning, first-aid, substance abuse, etc. Provide continuity and ensure regularity of programs and services. Assure that attention is paid to the spiritual life of residents.

*Administration:* Enforce and collect resident program participation fees and food contributions. Answer calls on the intake phone and take messages. Complete all required documentation, including but not limited to the following: intake and progress forms for each family. Maintain standards and procedures to ensure individual privacy and confidential files. Provide documentation needed for Deep Roots purposes and other agencies including regular data-tracking. Communicate regularly with colleagues. Attend weekly staff meetings. Report regularly to the Executive Director regarding status and changes with families as appropriate. Additionally, assist with executive tasks and objectives including metrics, communications, community, and general project needs.

*Extended Community:* In addition to attending local events and participating as appropriate or as directed in local opportunities to explore homelessness issues, share resources, and communicate between agencies, this position requires the maintenance and development of Deep Roots' Outreach Program, for families and children that have left Deep Roots or that do not reside at Deep Roots but would benefit from our services and/or events.

*Behavior Modeling:* Promote the philosophy and mission of Deep Roots in the provision of all responsibilities, displaying an understanding of the basic philosophies and principles of healthy, respectful relationships and effective means of working with children and youth and families who have experienced homelessness. Is visible and present in common areas when on duty; engages with residents, visitors, volunteers and others when on duty.

*Crisis and Conflict Resolution:* Assess and respond to resident crises or conflicts. Independently assess the need for external assistance, such as contacting any on-call staff. Manage conflicts as they occur, document conflicts, and monitor resident incidents.

*Safety and Security:* Monitor and enforce curfew for children, youth and adult residents (with available support staff). Monitor and enforce visitors. Conduct weekly room checks of every resident apartment; conduct random room checks as warranted. Assess and manage emergencies according to Deep Roots' emergency protocol. Identify appropriate responses to emergency protocol triggers. Identify when external assistance is needed and contact appropriate party (i.e. supervisor, law enforcement, medical assistance, etc.). Monitor the safety and security of Deep Roots facilities. Participate in the ongoing development of Farm safety and emergency protocols.

#### REQUIREMENTS:

- Must be calm, supportive, mature, and understand how to work with residents – adults, children and youth – in a transitional shelter
- Have a deep commitment to the empowerment of Farm residents
- Ability to work both independently and in a team environment
- Excellent communication skills, both oral and written
- Knowledge of and experience in supportive or peer counseling, crisis intervention, de-escalation and conflict resolution techniques. Ability and willingness to intervene in and resolve resident disputes. Appreciation of sensitive confidentiality issues with demonstrated commitment to resident-centered practices.
- Ability to maintain a positive, cooperative and professional attitude in interactions with other volunteers, staff and residents

**Other organizational requirements include a successful background and driver's license check. Deep Roots, Inc. is an Equal Employment Opportunity Employer providing equal employment opportunities without regard to race, color, sex, age, religion, or national origin. This policy includes those with disabilities and veterans. This description documents the general contents and requirements of the job. It is not intended to be construed as an exhaustive statement of the duties, responsibilities and requirements. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.**