



JOB DESCRIPTION

Job Title: Family Centered Case Manager (Full Time, Non-Exempt)

Pay Rate: \$23.08 per hour

Location: Gloversville Office

Job Category: Case Managers provide individuals and families with case management and support to cope with physical, medical, social, financial, and psychosocial needs. Responsible for screening and interviewing potential clients, developing action plans and goals with clients, connecting clients with additional resources including training, education, healthcare, and financial, assisting clients with problem solving, providing support and encouragement and monitoring client success.

Job Summary:

The Family Centered Case Manager will provide intensive family-centered case management to TANF eligible families designed to stabilize households and promote long term independence. The work will occur in shelters, motels, family homes, and in coordination with DSS and other service organizations in Montgomery County.

Duties and Responsibilities:

- Provide Case Management services to referred TANF eligible families who are experiencing housing instability per the case plan.
- Complete housing search and applications, and employment search and applications with clientele.
- Coordinate access to transportation, childcare or financial benefits as needed to achieve housing stability.
- With parents, coordinate services for children including education, health, counseling and basic needs.
- Ensure all services are delivered in a culturally competent and trauma informed manner
- Complete reports for funding sources and agency administration in a timely fashion.
- Complete and document a minimum of 10 hours of job-related training per year.
- Perform other related work as assigned.

Skills Required:

- Ability to work with all ages and income levels and be a dedicated client advocate.
- Knowledge of community resources.
- Good Communication, networking and public relations skills.
- Able to work flexible and irregular hours as needed.
- Solid working knowledge of Microsoft Office products and some web-based applications.

Qualifications:

- Bachelor's Degree (preferred), or associates degree with human services experience, from an accredited college or university in human services, counseling, education or related field.
- 2 years' experience in the field of family services or housing/homelessness preferred.
- Must possess a valid NYS Drivers License, with driving record acceptable to agency insurance, and provide evidence of appropriate vehicle insurance coverage.
- Ability to lift 30lbs.

Telecommute and Remote Work:

This is a hybrid position. It is expected that several functions of this position will be completed remotely and that significant time will also be spent in contact with families in motels, shelters, homes and in coordination with agencies and organizations. Some work time will be at DSS and at CAPTAIN.

Employer Disclaimer:

- Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their direct supervisor.
- This job description does not create an employment contract, implied or other than an “at will” employment relationship.

CAPTAIN CHS is proud to be an Equal Opportunity Employer (EOE).

*To apply for this position, please email cover letter and resume to Fern Hurley, Associate Executive Director, at **fern@captaincares.org**