



Diversion Case Manager Job Description

Summary:

Family Promise of Greater Indianapolis (FPGI) is a partnership of congregations and community organizations responding to the crisis of children and their families who are homeless. We work to eliminate homelessness in Greater Indianapolis through our Diversion, Shelter, and AfterCare programs. The offices are located at the Day Center at 1850 N. Arsenal Avenue, Indianapolis, IN 46218. The goal of the Diversion Case Manager position is to help ten families at a time move from homelessness to permanent housing and greater financial stability. It is a full-time position, exempt position, working 40 or more hours per week with a set schedule of approximately 8:30 a.m. to 5:00 p.m. Monday through Friday, largely through telecommuting on fieldwork.

The case manager would work in the Diversion Program of Family Promise of Greater Indianapolis. Diversion means to work specifically with families that can provide their own temporary shelter—doubled up with family or friends, paying on their own hotel, etc.—to divert them from shelter by helping them find permanent housing directly from their temporary accommodations. The goal is 50% of families achieve permanent housing within 30 days, and if not, they enter shelter.

Responsibilities:

Case Management

- Conduct phone screening and intake appointments to keep caseload at ten families while ensuring mutual appropriateness of fit between families and program.
- Orient participant families to program policies and expectations.
- Manage a case load of ten families at a time, meeting with families multiple times weekly to assess needs, set goals, create plans of action, support with resources and referrals, and evaluate progress.
- Mediate with landlords, family/friends, etc. for participant family to maintain/find temporary residence during Diversion program.
- With a mindset of empowerment over enabling, constantly assist (or coordinate others to assist) families with work towards housing goals, including providing resources for job search, application, interviewing, budgeting, school search/enrollment, childcare search/enrollment, etc.
- Attend weekly case conferences with case management team to share report on participant families.
- Record thorough case notes and tracks outcomes in HMIS and weekly spreadsheet report.
- Maintain relationships with other agencies and nonprofit organizations.

Operations/Facilities

- Provide phone and door reception service when scheduled at the Day Center, typically but not limited to eight hours per week (e.g., one eight-hour day or two four-hour days).
- Assist with the move-in of guest families into the shelter unit, or into their permanent home
- Communicate constantly with team of Office Manager, Program Managers, etc.
- Potential option to serve on-call for a \$125/week stipend every fourth week (5pm to 8:30am).



- Other reasonable duties may be assigned as needed.

Requirements:

- Empathy for our guests experiencing homelessness.
- Ability to work effectively with people of diverse faiths, races, cultures, and economic situations.
- Skill in mediation, crisis management, and conflict resolution.
- Ability to focus and be flexible in fast-paced and dynamic work environment.
- Strong communication skills in a team work environment.
- Ability to pitch in with all staff and guests and take responsibility for our shared space.
- Respect for confidentiality of personal and sensitive information.
- Knowledge of local community resources.
- Bachelor's degree in relevant field (four years' relevant work experience accepted)
- Prior case management experience a plus.
- Proficiency in Microsoft Word, Outlook, and Zoom.
- Experience with HMIS database for tracking a plus.
- Use of a reliable vehicle for traveling to/from work/shelter sites.
- A valid driver's license.
- Ability to drive a 15-passenger van (no CDL required) a plus.

Benefits:

- Salary range \$37,000 to \$40,000.
- Health stipend of \$500/month (taxable, but not necessary to spend on health insurance).
- SIMPLE IRA retirement plan with 2% employer match.
- Cell phone reimbursement of \$25/month, plus an app to disguise cell phone number.
- Mileage reimbursement at the IRS-recommended rate.
- Accrued paid time off at a rate of 60 hours/year, with annual increases based on FPGI Employee Manual guidelines.
- Seven paid national holidays.
- Flexible scheduling, with the non-Day Center coverage hours occurring through telecommuting or in the field.

To Apply: Learn more about the organization at www.fpgi.org, then email resume and cover letter to Family Promise's executive director at mike@fpgi.org.