



## Case Manager (AfterCare) Job Description

### Job Description

Founded in 1994, 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 Shelter, Diversion, and AfterCare programs. The offices are located at the Day Center at 1850 N. Arsenal Avenue, Indianapolis, IN 46218. The Case Manager (AfterCare) position is a full-time position, exempt position, requiring a fluctuating schedule of 40 hours/week that enables highest probability of meeting client needs (often will include evening or weekend hours).

The AfterCare program is created to build off the work accomplished in the Apartment Shelter and Diversion programs. The Case Manager (AfterCare) position will help approximately 30 families maintain their housing for eighteen months following their move-out from the shelter and maintain and monitor the required retention rate. The position reports to the Home-based Programs Manager, and the organization is looking to hire immediately. Learn more at [www.fpgi.org](http://www.fpgi.org).

### Responsibilities:

#### *Case Management*

- Conducts intake into the AfterCare program.
- Meet with families who have exited the shelter successfully at their homes (minimum expectation is one time per week for new families for 1 month/ month 2 and 3 biweekly and month 4 and 6 monthly the rest of the time the meetings are based on need) to assess needs, help set goals, and support the execution of a housing retention plan.
- Use one-on-one meetings with families to also coach for job interviews, budgeting, school enrollment, parenting, and other life skills.
- Organize and run weekly zoom workshops / every Thursday at 7 pm every month except for June and December while keeping track of attendance.
- Keeping records and determining eligibility of rent stipend that is distributed in June and December.
- Advocate and coordinate services with schools, landlords, employers, and other agencies.
- Apply for emergency financial assistance when necessary to the Family Assistance Fund maintained by Family Promise. Leverage financial support from other agencies/programs when available.
- Record thorough case notes and tracks outcomes in HMIS.
- Attend staff meetings and case conferences at the Day Center.
- Covering 1 day at the Day Center. Respond to caller's needs, phone calls, and walk-in traffic those times.
- Complete and submit Coordinated Entry applications in HMIS as needed. Attend Continuum of Care committee meetings as assigned.

### *Operations*

- Open and close the Day Center typically but not limited to one day per week. Opening occurs from 9:00 a.m. to 3:00 pm.
- Serve on-call and respond as needed once a month (5pm to 8:30am).
- Communicate constantly with team of Office Manager, Program Managers, etc.
- Other reasonable duties may be assigned as needed.

### **Requirements:**

- Bachelor of Social Work degree (equivalent experience accepted).
- Two years case management experience in a social services setting.
- Empathy for our guests experiencing homelessness.
- Ability to work effectively with people of diverse faiths, races, cultures, and economic situations.
- Skill in crisis management and conflict resolution.
- Ability to focus and be flexible in a fast-paced and dynamic work environment.
- Strong communication skills in a team-based 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.
- 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.
- Able to lift to 30 pounds and carry up and down stairs three times in a row, which allows help during housing move-ins.
- Ability to drive a 15-passenger van (no CDL required) a plus.

### **Benefits**

- 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.
- On-call compensation of \$125 per week of coverage
- Mileage reimbursement at the IRS-recommended rate.
- Accrued paid time off at a rate of 140 hours/year, with annual increases based on FPGI Employee Manual guidelines.
- Ten paid national holidays.
- Flexible scheduling, with the non-Day Center coverage hours occurring through telecommuting or in the field.
- Short-term disability, life insurance, and other benefits.

Salary from \$40,000- \$45,000

### **To Apply**

- Email cover letter and resume directly to [whitney@fpgi.org](mailto:whitney@fpgi.org).