



Job Description

Job Title	<i>Case Manager Level II</i>
Department	<i>Center for Financial Inclusion</i>
Reports to	<i>Clinical Program Director</i>
Work Location	<i>2901 14th Street NW, Washington, DC</i>
Position Type	<i>Regular, Full-time</i>
Exemption Status	<i>Exempt</i>
Date	<i>September 2022</i>
Salary	<i>\$60,000-65,000</i>

General Summary

GWUL is offering a Family Work & Wellness Accelerator Program designed to assist approximately 300 families who experienced homelessness and recently exited a rapid rehousing program. The Accelerator provides critical services in career advancement, financial empowerment, family support, and housing stabilization. The program is developed in partnership with FHI 360 and Functional Family Therapy (FFT) LLC to provide an integrated solution for case management, career navigation, and coaching services that put the voices of participating families at the center of design, care, and support.

The Case Manager Level II are responsible for providing direct services to families participating in the Work & Wellness Accelerator program, including but not limited to: provide Functional Family Therapy (FFT) Case Management services to families; engage and motivate families for optimal service participation; help families build a Career Mobility plan, and support progress towards meeting family goals; coach families in selecting relevant classes, trainings; decrease risks and increase protective factors for families to maintain stability; provide support to maintain family motivation and engagement in services. The incumbents will receive FFT training and are expected to facilitate or co-facilitate support groups for the program participants (head of the households, whole family or dependent youth).

Essential Duties and Responsibilities

- Participate in FFT Case Management training and become an evidence-based service provider working with families participating in the program.
- Utilize the Functional Family Therapy Case Management model and motivational interviewing to engage and retain participants in services.
- Provide direct services to approximately 20-30 families participating in the program; engage and motivate families to participate in services, coach families in selecting relevant trainings and support groups; remove barriers and distribute emergency financial support funds etc.
- Work with families to develop a Career Mobility Action Plan, engage with internal and external stakeholders to mobilize support for families on their journey to increase economic mobility and financial stability. Work with families to build strong protective factors to maintain stable program participation, meet their career mobility goals and enhance whole-family wellness.
- Facilitate support groups and other engagement forums/opportunities for families participating in the program. Work in partnership with other service providers engaged with the families, coordinate effective communications and ensure families have an empowering experience while participating in the program.
- Ensure timely and accurate data recording of program participant engagements through all required platforms (Quickbase, Apricot, HMIS, CSS, CATCH etc.) and documentation formats (clinical case notes, Unusual Incident Reports, SPDAT, Housing Stabilization, Career Mobility Action Plans, Assessments etc.) per contract requirements and program policy and procedure.
- Demonstrate empathy and flexibility in responding to participant needs and engages in creative conflict resolution and crisis de-escalation to support participants (mental health coordination).
- Support the program participants in assessing their daily living skills, training and education needs, identifying career and family goals, and promoting personal and professional development.
- Maintain detailed clinical case notes and records for families participating in the program.



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- Abide by all performance standards stipulated by the funding entity.
- Support the cultivation of a supportive, compassionate, high-achieving, inclusive, and culturally affirming work environment.
- Must be able to personally identify with the lived experiences of our primary constituents and clients.

Qualifications

- Bachelor's degree in social work, counseling, psychology or closely related field, with a minimum of two years of relevant case management experience, ideally in homeless services. Master's degree preferred.
- 5 years of experience working in a similar capacity, ideally in homeless services. Education requirements can be substituted with a combination of lived experience and relevant work with the audience.
- Professional DC or MD clinical license LGSW, LGPC, LGADC, ADT, or similar license preferred
- Must be a U.S. citizen
- Must successfully complete a criminal background investigation
- Strong working knowledge of homeless programs, case management services for vulnerable populations, such as individuals and families at risk of homelessness
- Strong verbal and written communication skills; coaching and facilitating skills strongly preferred
- Must be detail-oriented and possess organization and critical thinking skills

Working Conditions

The employee will be working in a normal office environment.

Physical Requirements

While performing the duties of this job, the employee will frequently sit, stand, walk and reach. May need to lift files or packages periodically.

Other Duties

This job description is intended to describe the general nature and work performed by employees, but is not a complete list of activities, duties or responsibilities required of personnel. Furthermore, other duties, responsibilities and activities may change or be assigned at the discretion of the employer.