



## **CASE MANAGER**

**POSITION SUMMARY:** Under the supervision of the Program Director, the Case Manager is responsible for providing comprehensive case management, support and aftercare services for Lifeline Family Center's Life Program and follow-on transitional housing. The Life Program provides housing for up to two years with individualized planning and comprehensive case management, parenting education and support, life skills and financial literacy training, job readiness training, life and family coaching, advocacy and community referrals and linkages for mental health and employment services. The follow-on transitional housing provides an opportunity for an additional two years' stay with aftercare support. Serving as an integral member of the Life Team, the Case Manager guides, assists and supports the unwed pregnant and parenting young women to reach their established Life Plan goals and make safe and sound passages to healthy and stable independent living.

### **QUALIFICATIONS:**

#### **Required:**

- Committed Christian having strong personal relationship with Jesus Christ demonstrated by a biblical worldview, values and integrity, and an active member of a local church congregation
- Possess a servant's heart, compassion and a passion to see hearts restored and lives transformed through the demonstrated love of Christ
- Strongly committed to pro-life and agree with and uphold Lifeline Family Center's Statement of Faith, Vision, Mission, and Core Values
- Bachelor's degree in social services or related field with 3+ years' experience working in a human services setting assisting vulnerable populations with histories of crisis pregnancy, mental illness, homelessness, domestic violence, foster care, severe trauma, etc. **OR** the demonstrated equivalent in training and experience
- Professional, energetic, enthusiastic and optimistic with a strong desire to work with Lifeline Family Center residents
- Ability to work autonomously while cooperatively as part of a team with a "can do" attitude
- Flexible self-starter able to multi-task, effectively manage time and prioritize workload, and use good judgment in addressing conflicting demands to meet efficiently deadlines
- Great interpersonal skills that inspire respect and trust with demonstrated ability to establish and maintain good working relationships with clients, co-workers, volunteers and community partners
- Demonstrated ability to work effectively with people of diverse educational, social, political, religious and cultural backgrounds
- Demonstrated ability to exercise initiative and sound judgement and to respond with discretion under varying conditions
- Strong organizational skills and attention to detail with an ability to maintain accurate, detailed records and ability to ensure accurate, timely data collection and reporting
- Demonstrated knowledge and ability in family-centered and strength-based case management, motivational interviewing, trauma-informed care, cultural competence, and professional boundaries

- Demonstrated ability to think critically, creatively problem solve with skill in crisis intervention and management and take corrective actions that are consistent with agency policies, procedures and protocols
- Excellent verbal and written communication skills with ability to effectively speak to individuals one-on-one and in groups
- Experience using standardized assessment tools
- Good working knowledge of community resources and services **or** ability to quickly acclimate
- Proficient computer skills including word processing, spreadsheets, email, and the internet with basic knowledge of Microsoft Office Suite (i.e., Word, Excel, Outlook and PowerPoint)
- Must be at a US citizen and able to successfully pass a background check
- Must have own reliable transportation, possess a valid driver's license and good driving record.
- Able to become First Aid and CPR certified.

Preferred:

- 3+ years' experience working in a residential setting
- Oral and written fluency in Spanish, French, and/or Haitian Creole

Salary is commensurate with experience. Benefits include paid vacation, personal/sick days, and a health insurance stipend. Please e-mail a one-page Christian testimony plus a resume to

[jobs@lifelinefamily.org](mailto:jobs@lifelinefamily.org) Website: [www.lifelinefamilycenter.org](http://www.lifelinefamilycenter.org)