



Position Description: CAFSI Case Manager- Central Arkansas Family Stability Institute

Organization

Founded in 1987, Our House is a comprehensive program for the working homeless serving over 1800 clients annually. Operating on a 6-acre campus in central Little Rock, Our House empowers homeless and near-homeless families and individuals to succeed in the workforce, in school, and in life through hard work, wise decision making, and active participation in the community.

For more information, please visit www.ourhouseshelter.org.

Position

Reporting to the Lead CAFSI Case Manager under the direction of the Director of Client Services, the CAFSI Case Manager will have significant responsibility for the implementation of the Central Arkansas Family Stability Institute (CAFSI) program and will work very closely with clients enrolled in this program.

Our House is a comprehensive program, committed to giving individuals and families the wrap-around support needed to successfully bridge out of homelessness and into self-sufficiency, maintain independence after experiencing homelessness, and prevent homelessness from occurring. In light of this, the CAFSI Case Manager will work closely with the case management team to engage and provide case management services to non-residential Our House clients, specifically families with children who have moved out of Our House or are otherwise at risk of becoming homeless.

Responsibilities

- Provide leadership in the implementation of the Central Arkansas Family Stability Institute and services offered built on best practices in the field, innovation, and sharing of resources.
- Provide the following services for clients of Our House:
 - Identify people who need help.
 - Conduct outreach to recruit clients in need of CAFSI services.
 - Assess clients' needs, situations, strengths and support networks to determine their goals. Develop plans to improve the well-being of each member of the family.
 - Help clients adjust to the change and challenges in their lives including possible homelessness, unemployment, abuse, recovery, and family issues.
 - Provide direct services to families when qualified and it is applicable.
 - Educate and connect residents to the wide array of Our House services available to them.

- Research and refer clients to community resources, such as food stamps, healthcare, mental health services, support groups, etc.
 - Help clients work with government agencies to apply for and receive benefits. Respond to crisis situations such as child abuse, death, and court involvement.
 - Advocate for and help clients get resources that would improve their well-being.
 - Follow up with clients to ensure that their situations have improved.
 - Evaluate services provided to ensure that they are effective.
- Meet with all families regularly to ensure proper program participation according to the schedule of engagement.
 - Maintain a case load of at least 30 families with a length of engagement up to one year.
 - Work closely with Our Club and Little Learners staff to provide services and referrals for the children enrolled in the program.
 - Work closely with the Learning Center staff to ensure that the adults in the family are connected to education, money management, and employment services.
 - Ensure data quality, accuracy of client files and records, complete paperwork and comprehensive outcomes tracking in the areas of housing, case management, goal setting and client progress, program intake and exit, meetings, support groups, referrals and other related activities and client interactions for internal and external purposes including: coordination of services, program impact evaluation, billing, grant tracking, compliance and legal considerations.
 - Attend weekly “Staffing Meeting” (focused on Our House clients), participate in weekly one-on-one with supervisor, and actively participate in weekly “Program Development Meeting” and all-staff meetings.
 - Provide support to other direct service staff and/or programs based on expertise or background.
 - Ensure safety and security of Our House clients, staff and volunteers by assessing people on our campus and identifying red flags related to people’s histories and / or behaviors and taking proper measures to prevent unsafe situations, de-escalate conflicts, and manage crises.
 - Ensure that all red flag incidents or concerns related to Our House clients are reported to the appropriate authority as well as the Director of Client Services immediately and that the incident or concern is properly documented.
 - Ensure that all clients are treated fairly and with respect and that Our House maintains an environment that is inclusive and safe for all people.
 - Build partnerships with outside organizations to improve services to our adults and children and coordinate Our House services with other community resources.
 - Support Our House development staff through participation in fundraising events, tours, meetings with current or potential funders or donors, news stories, thank you letters to

supporters, assistance with grant proposals, reporting for grants, identification of needs, and communication of relevant stories.

- Actively engage and energize Our House staff members, volunteers, board members, committees, partnering organizations, donors, and grant funders.
- Build partnerships with and serve as liaison to other community programs, collaborative groups and government agencies operating in related or connected fields for the purposes of gaining additional knowledge and resources that could benefit Our House clients and contributing to the field, helping extend Our House services to others, and sharing and learning about best practices.
- Other duties not described here may be assigned.

Qualifications

The CAFSI Case Manager will be thoroughly committed to Our House's mission. All candidates should have proven experience in programs that work with a high-risk population. Concrete demonstrable experience and other qualifications include:

- A Bachelor's degree or above is strongly preferred
- At least 2 years' experience working in a program or organization serving high-risk individuals
- Experience with individual and groups related to case management, therapy or counseling
- Must be able to lift 25 lbs.
- Must pass drug test and submit to background check
- Must have reliable transportation
- Unwavering commitment to quality programs and data-driven program evaluation
- Excellence in organizational management with the ability to coach staff, manage, and develop high-performance teams, set and achieve strategic objectives, and manage a budget
- Strong written and verbal communication skills; a persuasive and passionate communicator with excellent interpersonal and multidisciplinary project skills
- Action-oriented, entrepreneurial, adaptable, and innovative approach to planning
- Ability to work effectively in collaboration with diverse groups of people
- Passion, idealism, integrity, positive attitude, mission-driven, and self-directed

To Apply

Please send a resume and cover letter to chris@ourhouseshelter.org and include "CAFSI Case Manager" in the email subject line.

Start Date: Immediately

Salary: Competitive and commensurate with experience

Benefits: Health plan, paid vacation, sick days and holidays, as well as staff development opportunities