

Hope for Tomorrow Case Manager Job Description

Schedule: Approx. 30 hours per week

This job has a flexible schedule but it is highly recommended that you set boundaries and times around when you will and will not be available and communicate these to the families in the program and the Program Director.

Compensation: \$30,000 annually (if also taking advantage of on campus housing) or \$35,000 annually if living off campus

Case Management for up to 8 families at a time (this should be where the majority of your time is spent):

- Have an initial meeting with each family to create goal-setting and budgeting plans
- Meet weekly with each family to check in about progress toward meeting goals and maintaining budget
- Collect monthly program fees from residents and turn those into the Program Director at SVCM
- Write Case Management notes for each family following each meeting
- Check in by text message or phone call for progress on goals
- Serve in a confidant type of role- listening, problem-solving, and giving advice as families process their trauma and face obstacles to their goals
- Connect families with resources/leaders in the community that are pertinent to their situations
- Create educational opportunities for the families/moms- like strength-finding/building education, Resource for Resilience parental training, etc.

Administrative Duties:

- Maintain residential files including application, Case Management notes, and other documents
- Edit and keep forms pertinent to case management- budgeting, goal setting, etc. up-to-date
- Create a monthly calendar for HFT families and distribute → share with SVCM staff as well (this will be done in conjunction with the Residential Manager and Program Director)
- With the program director, update resource list of services and possibilities for help for our HFT families in Buncombe County (intentionally check on a quarterly basis and add things as we find them)
- writing thank you notes to volunteers/groups following their serving
- Attending monthly SVCM staff meetings

Hope for Tomorrow Campus Responsibilities:

- Be second on call if the Residential Manager is not available for an emergency or needs extra support, including serving as the primary on-call one weekend per month to allow the Residential Manager a break
- Assist with move-in day if the family requests extra help and you are available
- Cleaning, organizing, and maintaining HFT storage areas in the SVCM office
- Advocating for the HFT Program to Swannanoa Valley Christian Ministry:
 - Delivering gas vouchers, bus passes, groceries, personal care products, etc. from SVCM for the HFT families on case by case basis → You do not HAVE to do this if you are not available
 - Being the go-between for the HFT families for special/extra needs as you come across them - scholarship assistance for school, help with car repairs, etc. → must point them to go through the proper avenues through the SVCM Office when at all possible
- Working with the property manager to facilitate service projects with groups in the community depending on what the project is

Networking and Community Contact:

- Act as the point of contact/organizer for volunteers working one-on-one with families, volunteers involved with organizing/throwing special events, bringing things to campus, etc.
- Networking and creating partnerships in the community on behalf of Hope for Tomorrow- meeting with church leaders, potential employers, social service and community support organization leaders when appropriate- This will be done in conjunction with the Program Director and SVCM Executive Director

This person will be expected to be in attendance at a monthly Hope for Tomorrow Advisory Team Meeting (usually the first Monday afternoon of the month), unless there are extenuating circumstances that prevent that from being possible.