



Job Title: Family Services Case Manager

Location: Residential Campus

Department: Program

Job Status: Full-Time

Reports To: Director of Educational Programming and Client Services

Supervises: None

Mission Statement: LifeHouse is a Christ-centered ministry ensuring life for unborn children by providing opportunities for housing, help, and hope for young women during their pregnancies and beyond.

Job Summary:

Oversee all aspects of LH residential family life on the apartment property, including policies/protocols dealing with vulnerable populations and child-safe policies and procedures. Provide both individual case management for clients/families as needed to ensure all needs are met for each family system, in addition to identifying and solving needs of the community as a whole. This position works to ensure high standards in quality of care and safety are met, while facilitating a high-functioning and collaborative environment.

Qualifications:

- Committed Christian woman
- Graduate of an accredited school with a minimum of a bachelor's degree in social work, or a comparable degree; masters degree preferred
- Minimum 7 years experience in social work and/or casework preferred
- Demonstrates maturity, integrity, sound judgment and ability to collaborate well with others
- Must have excellent problem-solving and critical-thinking skills; the ability to analyze complex issues and effectively plan and organize work
- Possess excellent oral and written communication skills and experience in exercising sensitivity when interacting with and addressing the needs of a diverse community
- Ability to foster collaborative relationships with the LH Team
- Possess the ability to work well with LH women and their families, building a distinctive, supportive, tailored environment for families in LifeHouse care

- Has knowledge of Child Safe Policies and compliance policies/practices that deal with vulnerable populations
- Knowledge of Trauma Competent Care and Trust Based Relationship Intervention

Responsibilities:

- Meet weekly with a caseload of up to 15 LifeHouse Families to discuss their individual and family goals. This includes working alongside clients, helping them create a plan of action for achieving their desired goals before successfully discharging the program, documenting progress towards those goals.
- Maintain knowledge of current resources available that are applicable to the needs of LifeHouse residents.
- Document all client interaction and current status of each action plan for residents in shared database
- Report client residential needs to Program Team
- Provide assistance in getting clients to necessary appointments to further their goals
- Support the Director of Education and Workforce Development in continually improving programming as it relates to the needs of the women LifeHouse serves
- Implement practices of trauma informed care and Trust Based Relationship Intervention in all facets of programming
- Support the Director of Education and Workforce Development in establishing community partnerships with organizations that have services available to LifeHouse residents that will help them create a self-sustained lifestyle
- Work alongside Director of Educational and Workforce Development to ensure all program staff are equipped with relevant trainings and industry-specific knowledge to accomplish the mission of LH in their respective roles
- Be available to respond to resident or LH related programming emergencies

Mental Requirements:

- Ability to cope with emotionally intense cases and practice self-care after experiencing vicarious trauma
- Ability to organize, analyze and process information related to the programs of LifeHouse and its mission
- Must possess excellent judgment, flexibility, and ability to set priorities and problem solve in a multi-task environment
- Must possess excellent verbal and written communication skills
- Must be able to synthesize information and come to quick conclusions

The above job description is intended to describe the general nature and level of work being performed by an employee in this position. They are not intended to be an exhaustive list of all duties, responsibilities and qualifications of an employee assigned to this job.

Benefits and Compensation:

- Competitive compensation package, commensurate with experience and education
- Full Insurance coverage
- Paid Time Off commensurate with time worked at the organization