

# FAMILIES FORWARD

UNTIL EVERY FAMILY HAS A HOME

**Job Title: Case Manager - Employment Services**

**Reports to: Supportive Services Manager**

**Education Requirement: Bachelor's Degree**

**Experience Required: 2+ years of employment services or other directly related experience**

**Position is: Non-Exempt, Full Time - 38 hours per week**

**Pay Range: \$27 to \$30 per hour, depending on experience**

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**Job Summary:** The employment focused Case Manager, also known as a Career Coach, provides individual employment and income coaching for clients of Families Forward's housing programs to support them in obtaining employment or increasing overall income. The ideal candidate will communicate and collaborate closely with all members of the program team to support clients in achieving income goals to increase economic mobility and long-term housing stability. On an as needed basis, the candidate will develop and present up-to-date job search and other career-related topics for Families Forward clients. The employment focused case manager is also responsible for data entry and data management related to their career clients as determined by the Supportive Services Manager.

**Essential Job Duties: (90% of time spent)**

- Assess housing clients for realistic employment and income potential, possible employment barriers, and need for referral to community partners. Report assessment findings to appropriate Care Team members.
- Coach clients in determining realistic job targets and create customized search strategies to meet goals within housing timelines.
- Collaborate with clients to create short- and long-term strategies for overcoming employment barriers.
- Guide clients through the entire search process from assessment and resume development to job search (online, phone, face-to-face networking, agencies/recruiters), interview preparation, and salary negotiating. Coach clients post placement on job success as needed.
- Write, edit, and critique resumes, cover letters, and social media profiles. Teach and empower housing families to learn each process to allow for continued growth.
- Report and record client progress and concerns via database updates, case management meetings, and individual collaboration as needed.
- Research viable, appropriate training programs for clients needing increased marketability resources.
- Engage with workforce development partnerships and employers to provide meaningful referrals to clients.
- Record and track all client utilization and outcomes data for monthly, quarterly, and annual reports.
- Remain current on changes to and best practices of employment/recruiting markets, and technology advances for job search and resume formats.
- Develop, edit, and deliver employment workshop content including written materials, slide shows, and presentations on an as needed basis. Create and design workshop flyers (electronic and paper).
- Conduct occasional workshops for employer and agency partners.
- Attend staff, case management, and Program Committee meetings and Families Forward events as directed.

**Additional Duties: (10% of time spent)**

- Assist with the coordination of outreach regarding housing to reach potential clients and participate in other outreach efforts as needed under the supervision of the Supportive Services Manager.
- Report success stories, progress, statistics to the Board as requested by the Housing Program Manager.
- Fill in as needed with phones, food pantry, holidays, or other agency events.
- Attend all staff, case management, and Board meetings as requested.

**Minimum Qualification:**

- Bilingual: Spanish / English Preferred
- Background or experience in case management with high-risk families/individuals.
- Solid understanding of, and ability to utilize, current marketplace search and hiring practices.
- Ability to communicate effectively with clients at all levels of the workplace.
- Technical skills including Microsoft Office, internet search, social media platforms, presentation tools and devices.
- Experience writing and editing resumes in all formats and online social media profiles.
- Understanding of and ability to use successful automated search practices including: ATS/online job search sites and posting techniques for resume/applications, mobile phone applications.
- Experience administering skills, career, and personality assessments.
- Presentation skills to groups of all sizes.

**Benefits:**

Families Forward is committed to offering competitive compensation, full benefits, and professional development opportunities for our employees. Our benefits package includes medical, dental, and vision; flexible spending account; life insurance; 403B retirement plan; generous time off including paid holidays, vacation, sick time; phone or phone stipend; and a variety of other benefits to support our employees.

**Note:** This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

***Please submit all resumes to Marissa Hall at [mhall@families-forward.org](mailto:mhall@families-forward.org). No phone calls please.***