



Family Services Manager (Residential Programs Focus)

Job Description

*This position may be eligible for limited remote work

The mission of Family Promise of Gallatin Valley is to empower families experiencing housing insecurities to secure a safe, affordable home, a livelihood, and the chance to build a better future for their children. Our vision is that family homelessness is brief and non-recurring.

Core Values: Trust, Equity, Authentic, Compassion, Respect, Passionate, and Fun.

Classification: Exempt; 40 hours, with evenings and weekends as required.

Salary: \$55,000-\$65,000 (DOE)

Reports to: Housing Director.

Job Summary

The primary responsibility of a FPGV Family Service Manager is to provide direct service support and crisis intervention to families experiencing homelessness across FPGV's three housing programs (Transitional, Bridge, and Workforce), while providing and maintaining a welcoming, friendly, and safe environment for all guests, volunteers, partners, and donors. This position is directly supervised by the Housing Director, and works closely with professionals from other community organizations, volunteers, and other FPGV staff. Duties will be performed with a high degree of independence.

Responsibilities and Duties

Case Management/Managing Housing Programs: Transitional, Bridge, and Workforce (50%)

- Oversee program orientation with each family; outline program goals and expectations, ensuring they are notified about housing program policies.
- Develop individual and family success plan(s); include steps and time frames for goals completion and review with family on a regular basis;

make necessary adjustments to case management plans while holding families accountable for their actions, responding with firmness, compassion, and kindness.

- Work with guests on overcoming barriers by brainstorming solutions and referring guests to pertinent resources.
- Advocate on behalf of the program participants as needed, assist families in accessing essential, beneficial, and viable social services and other available programs.
- Update resource guides as needed, provide current information on local services that could be beneficial to participants.
- Meet weekly one-on-one with the Housing Director to review and assess applicants, report family issues, concerns, or successes, review case management plans.
- Communicate with staff and volunteers about the needs of the families and assist in coordinating service efforts.
- Be a positive role model for adults and children in the program while offering guidance and support in the development of life skills, including but not limited to employment, budgeting, parenting, housing, and well-being.
- Conduct necessary disciplinary actions for non-compliant guests.
- Coordinate with the Housing Director to develop and implement in-house programming for guests.
- Provide accurate report documentation for all incidents and emergencies with clarity, accuracy, and detail.
- Maintain guest confidentiality and abide by all privacy regulations.
- Offer graduated support as an option for families moving through the housing programs, adjusting the level of case management as families progress toward independence.

Shelter Program Support (20%)

- Support the shelter program as needed, driving families to appointments, picking up furniture, shopping for families, etc.
- Observe shelter policies and procedures and ensure guests abide by house rules.
- Conduct monthly shelter meetings to give guests updates about programming, address concerns, check in about supply needs, etc.
- Prepare welcome baskets for new guests and ensure guests feel welcome and supported during their transition into the shelter program.
- Work with guests in stressful circumstances to resolve conflicts, de-escalate tense situations, and create a positive culture in the communal living environment.

Outreach (5%)

- Assist in developing relationships with collaborative partners and cultivate new partnerships with local service agencies, faith communities, service providers, and other community stakeholders.
- Identify appropriate venues in which to advocate and further expand the goals and mission of FPGV.
- Maintain relationships with community organizations to develop and administer public awareness and education surrounding family homelessness.
- Attend relevant community meetings; Explore and participate in relevant councils, roundtables, and committees.

Shelter Triage (5%)

- Perform client assessments to identify program prioritization.
- Determine family eligibility for services and manage the shelter wait list.
- Identify families who would benefit from prevention or diversion services instead of shelter, providing education, information, and referrals on alternatives to emergency shelter.
- Coordinate closely with the prevention and diversion focused Family Services Manager to facilitate services and support smooth placement into shelter.
- Provide support, crisis intervention, and service coordination during the time families are on the waitlist.

Data Management (15%)

- Maintain detailed and organized records of each family's progress, regularly maintain case management notes in an electronic records system.
- Stay on top of program data in both HMIS and Salesforce, keeping records accurate and current, and correct data issues brought forward by the Housing Director in a timely manner.
- Navigate HMIS to enter, update, and review client records, and demonstrate comfort learning new data systems as needed.
- Support grant compliance in coordination with the Housing Director and Senior Grants Manager, ensuring data and documentation meet grant requirements.

Other (5%)

- Prepare for and attend all required staff meetings.
- Other duties and tasks assigned by supervisor.

Knowledge/Skills/Abilities

Knowledge

- **Required Qualifications:**
 - Human development, psychology, and/or social services.

- Effective communication and motivation techniques.
- Crisis management best practices and procedures.
- Available community resources.
- Data collection and management systems.
- Issues related to homelessness and trauma-informed care.
- Familiarity or experience with Family Promise.
- Familiarity of Social Worker Code of Ethics.
- Spanish fluency a plus.

Skills

- Ability to resolve conflict and deescalate crisis situations.
- Proven and effective verbal and written communication skills.
- Basic first aid and/or CPR techniques (certification preferred.)
- Effective in prioritizing tasks.
- Follows through with responsibilities.
- Innovative problem-solving.
- Intermediate to advanced Microsoft Office Suite computer skills.

Abilities

- Maintain appropriate professional boundaries with guests.
- Work in a dynamic and, at times, chaotic environment with multiple distractions including children of all ages.
- Relate to homeless adults and minors in a respectful, non-judgmental, and competent manner.
- Establish professional and well-organized communication with participating families.
- Work with minimal supervision, independently and as a team player.
- Work effectively and calmly in crisis situations.
- Motivate a group towards a common objective.
- Plan, schedule, and organize multiple priorities.
- Effectively communicate with individuals across all socio-economic levels.
- Establish and maintain relationships with diverse organizations (primarily faith-based), agencies, and community members.
- Perform in a multi-tasking environment.

Family Promise is a mission-driven organization that empowers families experiencing housing insecurities to secure a safe, affordable home, a livelihood, and the chance to build a better future for their children. Family Promise embraces families of all compositions, uniting our community to be a part of the solution for those experiencing homelessness. Our vibrant culture is rooted in our Core Values: Trust, Equity, Authenticity, Compassion, Respect, Passion, and Fun. We bring these values to life in everything we do, fostering an environment where both our clients and team members feel valued and inspired. Potential team members would join a

collaborative environment of problem solving and innovation, while bringing an exemplary work ethic and positive attitude that is supportive to all.

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____

FPGV provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, creed, religion, color, national origin, citizenship, age, physical or mental disability, marital status, sex, actual or perceived sexual orientation, and gender identity or expression, in accordance with applicable federal, state, and local laws. FPGV complies with applicable federal, state, and local laws governing nondiscrimination.