



Family Services Manager (Prevention/Diversion 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; with evenings and weekends as required.

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

Reports to: Housing Director.

Job Summary

The primary responsibilities of Family Promise of Gallatin Valley's Family Services Manager are to serve as the first point of contact for families reaching out to the organization; to lead families through the assessment process, to determine program eligibility and placement; to guide families through available financial assistance options; to assist families in finding alternate solutions to entering shelter or unsheltered homelessness; to provide support to families in imminent danger of becoming homeless; and to provide stabilization support that helps families remain stably housed and achieve their goals of long-term self-sufficiency.

Responsibilities and Duties

Intake and Assessment (15%)

- Serve as the first point of contact for families reaching out to FPGV, providing a welcoming, respectful, and supportive entry into services.
- Guide families through available financial assistance options, helping them understand eligibility, gather documentation, and complete applications.
- Perform client assessment to identify guest's strengths, needs, barriers, and goals.

- Identify guests who would benefit from prevention or diversion services instead of shelter.
- Manage families being assessed, determine their eligibility for services, and manage the wait list for shelter.
- Provide education and information on alternative options to emergency shelter, offering referrals to other services as needed.
- Work closely with shelter staff to coordinate and facilitate services.
- Develop and maintain referral sources for homeless guests by establishing contacts and working in collaboration with area social services agencies.
- Advocate on behalf of program participants to help them move forward out of homelessness or housing insecurity.
- Provide support, crisis intervention, and service coordination.

Prevention and Diversion (35%)

- Case manage families from an asset-based, trauma-informed, housing-first approach; assist families to secure housing and work through any barriers as needed.
- Work with clients to identify the resources and supports necessary for them to remain stably housed or establish a more stable living arrangement.
- Develop family success plans; 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.
- Provide proactive follow-up with clients.
- Mediate conflicts with family members and landlords to resolve issues resulting in the threat of eviction.
- Advocate on behalf of the program participants as needed, assist families in accessing essential, beneficial, and viable social services and other available programs.
- Work with other Family Services Managers to deliver resources, referrals and workshops as needed related to family success plans. Utilize organization's resources and partnerships.
- Help secure housing for families by liaising with landlords and getting families ready as needed.
- Provide crisis support to families and volunteers as needed.
- Provide accurate report documentation for all incidents and emergencies with clarity, accuracy, and detail.
- Maintain guest confidentiality and abide by all privacy regulations.

Stabilization (15%)

- Provide supportive case management for families who have received assistance from FPGV, as well as families in the community working to remain stably housed.

- Keep families in housing by identifying needs specific to each family and connecting them to community resources, volunteers, and partnerships.
- Support families once they have transitioned into safe and stable housing, empowering them to maintain their homes and build lasting security that reduces the risk of returning to homelessness.
- Connect families to supports that build long term stability, such as tenancy preparation, financial capability, employment, childcare, and other community resources.
- Provide proactive follow up with families after assistance ends, in a way that honors and protects each family's independence.

Outreach and Community Partnerships (10%)

- Develop relationships with collaborative partners and cultivate new partnerships with local service agencies, faith communities, service providers, and other community stakeholders.
- Build and maintain relationships with landlords and property managers to expand housing options for families and to support conflict resolution when housing is at risk.
- Maintain relationships with community organizations to develop public awareness and education surrounding family homelessness and prevention resources.
- Attend relevant community meetings, councils, roundtables, and committees related to prevention, diversion, and housing stability.

Data Management (20%)

- Maintain detailed and organized records of each family's progress, regularly maintain case management notes in an electronic records system.
- 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%)

- Job requires some flexibility and may involve a weekend/night to meet with families.
- Help maintain the orderly organization of the family resource location as a clean, welcoming, and safe environment for program guests.
- Meet weekly one-on-one with the Housing Director to review applicants, report family issues, concerns, or successes, and review case management plans.
- Prepare for and attend all required staff meetings.
- Other duties and tasks assigned by supervisor.

Knowledge/Skills/Abilities

Knowledge

- Bilingual Spanish preferred.
- Bachelor's degree in human services or related field or equivalent experience.
- Human development, psychology, and/or social services.
- Effective communication and motivation techniques.
- Crisis management best practices and procedures.
- Knowledge of 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.

Skills

- Innovative problem-solving.
- 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.
- Intermediate to advanced Microsoft Office Suite computer skills.

Ability to

- Perform in a multi-tasking environment.
- Maintain appropriate professional boundaries with clients.
- Work in a dynamic and, at times, chaotic environment with multiple distractions including children of all ages.
- Relate to 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 and cultural backgrounds.
- Establish and maintain relationships with diverse organizations and community members.

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.