



Family Case Manager JOB DESCRIPTION

**Reports to: Program Manager
Full Time (36 hours)**

PURPOSE:

The Family Case Manager provides case management to strengthen families who participate in the visitation, parent coaching, and exchange programs provided by CASA of Larimer County. The Case Manager is responsible for supporting families in a manner that is trauma-informed, culturally sensitive, and upholds best practices that lead to positive outcomes for families. This position is a part of the Visitation Program team which offers services to families Monday - Friday 1pm- 9pm and Sunday 11am-7pm.

CORE RESPONSIBILITIES:

Case Management

- Provides strengths-based support to parents and children on his/her assigned cases through direct, consistent and effective communication with parents, children, and related parties.
- Assists parents in setting goals for visits and in reaching those goals.
- Provides Nurturing Parenting Skills lessons to parents to increase parenting knowledge and skills and improve the quality of the bonds developed with the child(ren).
- Assists all families in scheduling and maintaining a consistent visitation/exchange schedule to promote the best opportunity to strengthen family bonds.
- Supervises visits and exchanges with a focus on the child's physical, mental, and emotional safety.
- Addresses concerns regarding child safety and visitation compliance with urgency.
- Clearly documents visitations and any communication with family members in the case file and provides documentation to the courts as needed.
- Updates and maintains case files accurately and to program standards.
- Initiates and maintains communication with other agencies and parties to the case as appropriate.
- Ensures strict confidentiality of agency and client information.
- Assists families in accessing step-down services or in the transition out of the program.
- Informs the Program Manager of changes and concerns on all cases.
- Provides referral information to families for community resources, trauma information, and victims' rights/compensation information.
- Tracks all resources and lessons provided, the progress of family bonds over time, and additional metrics towards programmatic goals.

Programmatic Support

- Helps to maintain conditions to promote a welcoming, safe space for families.
- Reports safety concerns immediately and reports all maintenance issues in a timely manner.
- Coaches interns in case management duties.
- Actively works to build and maintain positive relationships with community agencies and professionals and represents CASA of Larimer County in the community.
- Maintains confidentiality of case and volunteer information at all times.
- Other duties as assigned.

QUALIFICATIONS AND EXPERIENCE:

- Experience working directly with families and children from diverse backgrounds
- Experience teaching or coaching others in a positive manner
- Understanding of child development and nurturing parenting skills
- Understanding of trauma informed care, ACE's, and the child welfare system
- Excellent interpersonal skills that uphold the culture and values of CLC
- A demonstrated passion for the mission of CLC
- Excellent written and verbal communication skills
- Strong de-escalation skills
- Strong computer and office skills
- Ability to work independently and collaboratively as a team member
- Ability to hold compassion without judgement for survivors of abuse and violence, their abusers, and people with substance abuse issues
- Availability for evening and weekend hours
- Preferred: Bilingual and/or male candidates encouraged to apply
- Preferred: Bachelor's degree in related field

COMPENSATION:

This is a full time position and the hiring range for this position is \$16.35hr- \$19hr based on qualifications and experience. Offering hiring bonus and pay increase after 90 days of successful employment for qualified preferred candidates. Benefits include health, dental, vision, Employee Assistance Program, Short Term Disability, AD&D, PTO, Holidays, Wellness and company apparel.

Please email a cover letter and resume to info@casalarimer.com for consideration.

CLC is an equal opportunity employer and actively recruits, selects and promotes qualified employees and volunteers, broadly representative of the community served and administers its personnel practices without discrimination. CLC prohibits harassment of one employee by another employee or supervisor. Discrimination on the basis of age, veteran status, sex, sexual orientation, race, color or ethnicity, nationality, disability, genetic information or religion, is prohibited in accordance with the Office of Civil Rights.