

Job Title: Family Services Manager
Department: CNI- Newport News
Reports To: Chief Operating Officer

Salary: \$50,000 -\$59,000

POSITION SUMMARY

The Family Services Manager will report to the Chief Operating Officer and will be responsible for helping to develop a strong and effective team of Family Service Specialists and other staff as assigned. The manager will implement case management strategies to assist residents throughout the transformation project. He/she will support various assigned teams to deliver complex and strategic cross-functional projects. The individual will report case management activity along with monitor performance of staff interacting with relocated residents. He/she will break through communication issues and effectively develop relationships with stakeholders at all levels of the organization and build trust across the organization and with the service provider network.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties within the scope of this position may be assigned.

- Ensure case management services are fostering and sustaining the social, health, economic, behavioral, and emotional functioning of individuals and families in the Choice Neighborhood.
- Responsible for but not limited to reporting, creating and revising SOPs, internship coordination, coordinate trainings, and manage caseload.
- Work involves performing case management, relocation coordination with Newport News Redevelopment Housing Authority, providing counseling, assigning caseloads, reviewing and assessing client needs, coordinating provision of needed services, and maintaining case records.
- Manages caseload of Ridley households to assist clients in achieving self-sufficiency; assess needs of households and determines appropriate supportive services; meets with clients regularly, assigns clients to activities aligned with individual and household development plans.
- Facilitate weekly case management meetings with internal and external partners to include:
 - Newport News Human Services Department
 - Newport News Redevelopment Housing Authority Relocation Specialist and Ridley Property Manager
 - Newport News Public Schools Education Resource Specialist
- Recommends policy and SOP changes based on evaluation of program effectiveness
- Review and validate ongoing assessments completed by Family Service Specialist.

- Create and modify case management forms as needed.
- Ensure data entered into CMS (empowOR) is accurate and audited weekly.
- Obtain and distribute community resources and diversion programs to team regularly.
- Ensure team complete timely follow up tasks scheduled including virtual and/or in-person home visits.
- Review and signoff of completed and updated individual and household development plans.
- Prepares and maintains confidential case records and files; documents all interactions with clients by entering data into EmpowOR Client Management System.
- Prepares and completes various forms, reports, correspondence, case records, client activity reports, service plans, assessment instruments, needs assessments, purchase orders, invoices, applications, funding reports, charts, or other documents.
- Operates several technology tools (desktop, laptop, tablet, cellphone, hotspot, etc.) to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections.
- Utilize MS Office, EmpowOR Client Management System, e-mail, internet, other computer programs; performs basic maintenance of computer system and office equipment, such as replacing paper, ink, or toner.
- Maintains confidentiality of department issues and documentation.
- Provides assistance to other employees or departments as needed.
- Represent the organization in professional, civic, and community groups as requested by the COO.
- Serve as site coordinator for individuals requiring BS and MSW internship hours with HRCAP.
- Performs other related duties as required.

EDUCATION and/or EXPERIENCE

- Master's degree in Human Services field, Social Services, Sociology, Human Services, Psychology, and a minimum of five to seven years of appropriate and related experience with public assistance program administration.
- Experience with program eligibility evaluation.
- Must possess experience working with TANF and VIEW eligible clients.
- Expertise in MS Office-Excel, PowerPoint, and Word
- Criminal record check, driving record and credit report required for employment
- Track record for maintaining and deepening relationships with clients, community partners, etc.
- Adept at networking, building relationships, and community engagement

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA., 23607. Office hours are 8:00 A.M. to 5:00 P.M. Monday through Friday.

You can also visit: www.hrcapinc.org to print an application and mail to P.O. Box 37, Newport News, VA, 23607 or email resume or application to:
hrcapresume@hrcapinc.org

Closing Date: Applications accepted until position is filled.

Hampton Roads Community Action Program is an Equal Opportunity Employer