

# Family Promise of Western New York (FPWNY)

## Case Supervisor

### Job Title: Case Supervisor

Status: Full Time, Exempt

Reports to: Executive Director

FPWNY is an emergency shelter for families experiencing homelessness in our community. We run a small-scale model, serving only six families at a time in a very engaging, personal environment. The Case Supervisor provides intensive, tailored support for families that is proactive, person-centered and based on trauma-informed care best practices.

### Case Supervisor Duties

- Responsible for overall management of the caseload of families in shelter, including intake, assessment, management of care plan, adherence to guidelines of program and graduation.
- Develops trusting relationships with families, utilizing a strengths-based, trauma-informed approach.
- Ensures linkages for each family member to appropriate agency and community resources and interfaces with other community services needed to help families fully accomplish goals.
- Accompanies and advocates for families, transporting guests in 12-passenger van when appropriate to ensure service delivery.
- Responsible for addressing violations of guest guidelines; works together with the House Manager and Executive Director to ensure guest compliance with rules.
- Tracks families who have moved out of FPWNY shelter and provides regular support to ensure that families do not return to a state of homelessness.
- Seeks out and develops positive relationships with local service providers and landlords to increase FPWNY's referral network.
- Diligently completes required case documentation in various systems and databases.
- Supervises agency interns, regularly attends meetings and trainings appropriate for this role, participates in bi-monthly supervision and represents FPWNY on local coalitions as assigned by the Executive Director.
- Functions as an on-call support, responding to emergency calls, filling in for shifts as needed and reporting emergency concerns to the Director immediately.
- Complete other duties as assigned by the Executive Director.

### Skills and other Qualifications

- Bachelors in Human Services or related with 2 years experience working with diverse populations required; MSW or equivalent preferred.
- Valid driver's license and reliable transportation required
- Ability to pass several background checks
- Compassion and patience for working with people in crisis
- Strong organizational and documentation skills
- Available for flexible shift hours
- Excellent communication skills for collaborating with team
- Good character and judgement decisions, including displaying behavior appropriate to a mentor who works in close contact with children

Agency Expectations

- Complies with agency standards of conduct and professionalism
- Demonstrates knowledge of the program, mission and services of FPWNY
- Complies with all policies and procedures in Employee Handbooks
- Is punctual and consistent in reporting for scheduled work shifts to assure coverage
- Maintains client confidentiality
- Ability to work in an alcohol and drug free environment.

Hours: 40 hours a week, Monday-Friday, flexible shift hours

Compensation: Salary commensurate with experience

To Apply: Please visit our website at [www.fpwny.org/jobs](http://www.fpwny.org/jobs)