



Home-Based Programs Manager for Homeless Shelter Job Description

Summary:

Family Promise of Greater Indianapolis (FPGI) is a partnership of congregations and community organizations responding to the crisis of children and their families who are homeless. We work to eliminate homelessness in Greater Indianapolis through our Apartment Shelter Project, our Diversion, and our AfterCare programs. The offices are located at the Day Center at 1850 N. Arsenal Avenue, Indianapolis, IN 46218. The goal of the Home-Based Programs Manager position is to help approximately 20 families secure permanent housing through Diversion each year, and to help 20 families maintain their housing for the two years following their move-out from either Diversion or the IHN shelter in the AfterCare program.

COVID-19 Note: Though this housing work must continue, the safety of staff is a priority for Family Promise. Client management meetings, staff meetings, case conferences, and more can happen remotely through web meeting interfaces (Zoom, Facebook Messenger, etc.). The only approved in-person interactions currently needed to complete the position are supply drop-offs, document/payment drop-offs, etc. for client families, and personal protective equipment is provided.

Responsibilities:

Diversion Program (18 hours/week)

- Conduct eligibility screening, intake interviews, and program orientations for client families referred to Family Promise who are couch-surfing/doubled up and can maintain that living situation for up to 30 days while permanent housing is achieved.
- Case manage those five families (approximately weekly meetings) to assess needs and create permanent housing plans.
- With a mindset of empowerment over enabling, daily assist families with work towards goals in the areas of childcare/school, employment, public assistance, health, and housing.
- Mediate family conflicts to achieve temporary residence; advocate with landlords to achieve permanent housing.
- Record intake and exit data in HMIS (database system) and program spreadsheet submitted to director weekly. Record thorough case notes in files.
- Assist clients with move-ins into their permanent homes.

AfterCare (18 hours/week)

- Build relationships with guests while in the shelter program to generate enthusiasm for the AfterCare program. Conduct intakes/orientations into the AfterCare program.
- Meet with families who have achieved permanent housing from the shelter (if not receiving follow-up services from another housing program) to create housing retention plans, support with resources and referrals, and evaluate progress. The frequency of meetings should be based on the family's time in permanent housing:
 - a. First month: Weekly meeting
 - b. Two to Three months: Bi-weekly meeting



- c. Four to Six months: Monthly meeting
- d. Seven or more months: As needed
- With a mindset of empowerment over enabling, coordinate monthly online classes and support groups in the areas of mental health/trauma, parenting, and financial literacy, using contracted facilitators.
- Record thorough case notes in files and tracks outcomes in HMIS.
- Attend weekly case conferences with Program Manager and Executive Director.
- Continually build and maintain relationships with and knowledge of employers, landlords, schools, and other applicable resources for participants in the AfterCare program.

Operations (4 hours/week)

- Attend and report at weekly case conferences with the case management team.
- Provide Day Center reception coverage one weekday 9:00am to 3:00pm (day selection is flexible, and substitutions can be made). *COVID note: Non-staff visitors are currently not allowed in the Day Center, but staff is still needed to cover phones, receive packages/mail, and answer questions at the door.*
- Communicate constantly with team of Office Coordinator, Program Manager (IHN), and Executive Director all guest updates and incidents.
- According to the on-call schedule, carry the 24/7 on-call phone and respond as needed 24/7 every third week (in-person responses needed are unpredictable, but in 2019 occurred about once per month).

Management

- Supervise interns and potential program assistant (conditional on funding).
- Manage the Diversion Family Assistance Fund (approximately \$30,000/year).

Other reasonable duties may be assigned as needed, conditional on priority and availability.

Requirements:

- Empathy towards those in crisis; Ability to work effectively with all forms of diversity.
- Skill in crisis management, mediation, and conflict resolution.
- Ability to work independently with little supervision.
- Ability to be flexible to family scheduling needs.
- Strong communication skills in a team, but often remote, environment.
- Ability to pitch in with all staff and guests and take responsibility for our shared space.
- Respect for confidentiality of personal and sensitive information.
- Knowledge of local community resources.
- Set a fluctuating schedule of 40 hours/week that enables highest probability of meeting client needs (often will include evening or weekend hours).
- Bachelor of Social Work degree (equivalent experience accepted), Master's a plus.
- Two years case management experience in a social services setting.
- Proficiency in Microsoft Word, Excel, and Outlook.
- Experience with HMIS database for tracking a plus.
- Use of a reliable vehicle for traveling to/from meetings with families and workgroups.



- Ability to drive a 15-passenger van for move-ins.
- A valid driver's license.
- Able to walk up and down stairs.
- Able to lift up to 30 pounds.

Compensation:

- Salary range \$40-45K
- Health insurance stipend of \$400/month
- 2% employer match to SIMPLE IRA retirement plan
- \$25/month cell phone reimbursement and paid private line app for phone
- Mileage reimbursement at the 2020 IRS rate
- On-call stipend of \$125/wk for weeks on-call