



JOB ANNOUNCEMENT

Job Title: Manager of Family Services

Classification: Non-Exempt

Work Hours: Full time 37.5 hours per week

Reports to: Chief Program Officer

REQUIRED RESPONSIBILITIES

Under the direct supervision of the Chief Program Officer, the Manager of Family Services is responsible for providing oversight of case management and pantry services of the department. S/he will be responsible for reports, special events, workshops and monitoring programmatic processes. The Manager of Family Services will also be responsible for care coordination to individuals who qualify including; outreach, intake, assessment, plan development/facilitation, follow-up, education/awareness, counseling and referral.

SPECIFIC DUTIES

- Provide supervision of case workers and pantry worker in the Family Services Unit.
- Provide outreach services to our clients and to the greater Rochester community
- Recruitment of consumers and manage department volunteers
- Provide case management services for designated families (adults, youth & seniors)
- Conducts intake interviews, needs assessments
- Adhere to care management protocols and keep accurate and up-to-date case notes as required
- Develop Individual Service Plans to address assessed needs of each client.
- Conduct client visits to homes, community locations, hospital emergency rooms and etc.
- Maintain consistent communication between clients and care coordination partners, i.e. (doctors, hospitals, psychiatrists, family members and etc.)
- Assists in coordination and provision of workshops and presentations for clients and community groups
- Maintain statistics, report information and generate reports for program funders and partners
- Provide counseling and referrals for clients as deemed appropriate.
- Develop new and maintain on-going, working contacts and liaisons with network resources in the community
- Access information systems and interpret such for clients and provide follow-up and monitoring for prescribed periods of time
- Participate in timely case reviews and in-service trainings as designated
- Attend meetings, conferences and seminars, as designated
- Some night and weekend activities/responsibilities
- Perform other duties as defined by the department director and agency administration

QUALIFICATIONS

A Bachelor's in social work, human services or related field. Master's degree preferred. Three to Five years of experience in direct service to clients in need of services and/or care management.

SKILLS NECESSARY TO PERFORM JOB

A notable candidate will be proficient using a computer including Microsoft office suite (word, excel, power point) and have experience using online data management systems. The candidate must possess a valid NYS Driver's License and have access to reliable transportation. Show extensive knowledge of the human services field through demonstrated experience in; case work, needs assessment, service plan development, referral and direct service to families (adults, children, and seniors). Must have a working knowledge of community resources (and networks) and how to access such to address client needs. Able to read, comprehend and apply information appropriately to meet program development, planning and reporting needs. Must demonstrate the ability to work with other agencies and systems (social service, justice, community, education) and collaborative. Must be proficient in oral and written communication. Have strong personal skills and ability to relate and interact with diverse populations from different social, economic, and ethnic backgrounds. Able to work weekend and evening hours when needed.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to physically perform the basic life operational skills of stooping, kneeling, walking, lifting, grasping, pulling, standing, talking, hearing.
- Must be able to perform light work exerting up to 35 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Must possess the visual acuity to perform extensive reading, monitor staff and youth activities, and complete records.
- Must be able to travel as needed frequently getting in and out of a car.
- Must be able to sit at a computer for extended periods of time.

The Community Place of Greater Rochester, Inc. is committed to leveraging the talent of a diverse workforce to create great opportunities for our business and our people. EOE/AA. Race/Color/Gender/Sexual Orientation/Gender Identity/Religion/National Origin/Disability/Veteran