



Would you like to join our growing team at Our Family?

Job opening posted: 3/10/22

For over 65 years, Our Family has successfully worked the front lines to solve Tucson's most important social issues. We offer safe and stable homes for over 450 youth, children and parents experiencing homelessness each night. We provide the only emergency youth shelter for teens 12 to 17 in Southern Arizona. Plus, our Center for Community Dialogue & Training has been helping Southern Arizonans talk about challenging issues in a skilled, civil, and respectful way for over 40 years.

- On Average this past year we housed 470 individuals each night.
- Over the past 3 years we have served nearly 20,000 individuals.
- 93% of the families we serve move on to safe and stable housing when exiting our programs.

We are recruiting for the open position of:

Title: Case Manager
Dept/Program: New Beginnings
Reports to: Program Manager
Status: Full-time, Non-exempt

This position is available to serve:

- Homeless Youth
- Homeless Families

The primary purpose of this position is to work with assigned individuals, families, or groups to assess their identified needs and provide education, assistance, and advocacy in those areas.

Compensation:

Salary for this position starts from a base of \$16.00/hr. Individual salaries are based on the number of years of relevant education and experience a candidate has beyond the minimum required for the position. Additional compensation may also be offered based on relevant licensure or certification. All staff who successfully passes a language test showing substantial bilingual ability in Spanish will receive a differential equivalent to \$.75/hr.

All agency positions are expected to meet the agency standards for attendance and punctuality, positive interactions with others, effective work habits, knowledge and skills, judgment, and ethics. The specific expectations and essential duties of this position include:

- Provides assessment, crisis intervention, individual, family, and group services to children, youth, and families.
- Identifies needs with client(s) and completes individualized goal plan
- Provides effective crisis management
- Is available to clients at all hours required by program or contracts
- Effectively links clients with appropriate community resources and advocate for client needs
- Participates in actively soliciting feedback from program participants through distributing satisfaction surveys or other approved means
- Plans for client discharge/termination in coordination with client(s) and other providers
- Works cooperatively with members of a larger treatment or service coordination team, either internally within the agency or externally in the larger community
- Effectively presents program curricula for classes or groups

- Other duties as assigned

Scheduling flexibility:

Position requires regular weekday afternoon and evening hours, as well as some Saturdays, so that services can be provided at times and locations most convenient to clients. Some flexibility in scheduling is available to meet employee needs, as long as client and program needs are still being adequately addressed.

Qualifications:

- Associates' Degree in a human service field or 2 years' related experience.
- Eligible to receive and maintain state fingerprint clearance
- Minimum 21 years of age
- **Must be vaccinated for COVID-19**
- Strong communication and people skills
- Ability to work with diverse populations
- Ability to maintain appropriate professional boundaries in working with others and in handling confidential information
- Since position requires frequent driving to various job sites to provide services and occasionally transport clients, a valid Arizona driver's license, reliable transportation, current auto insurance, and clean driving record are required
- Must have the physical and sensory capabilities to locate and provide services to clients
- Since position requires assisting clients in furnishing their living quarters, occasional lifting or moving furniture may be requested, but no specific physical capabilities or lifting requirements are required.
- Computer and technological skills necessary to complete program paperwork, keep accurate and timely case records, enter and retrieve client information on a database, use agency email, and locate information on internet.
- Knowledge in Microsoft Office (Word, Outlook, Excel, Power Point, etc.)

Our Family offers excellent benefits!

- 13 paid holidays a year
- Benefits start the first of the month following hire
- Affordable medical (30+ hour employees) and dental benefits with a choice of plan options
- Employer-paid life insurance (30+ hour employees) with the ability to buy up additional coverage
- Generous paid time off with the ability to use time as it accrues with no waiting period
- A 403(b) retirement plan with an agency match
- Educational reimbursement available
- An investment in staff development, including many quality agency-provided trainings
- Eligible 501(c) Agency for the Public Service Loan Forgiveness program

To apply for this position, or to see a full listing of employment opportunities at Our Family, please go to our website at <https://www.ourfamilyservices.org/about/join-our-team/>

Our Family Services is an Equal Opportunity Employer. We especially encourage applications from veterans, individuals with disabilities, and alumni from national service programs such as Peace Corps and AmeriCorps, people of color, people of diverse gender identities, women, and people with lived experiences of homelessness.