



## Position Details

**Job Title:** Case Manager, The Family Center

**Reports to:** Program Manager/Director

**Status:** Full Time

**Pay Rate:** \$19.00

### **Vision of the Position:**

Family Center is a compassionate, and loving community that helps families facing life insecurity related to homelessness, abuse, addiction, and other traumas. The families enter the community with different backgrounds, but they all need someone they can trust as they walk through their journey of stability. Through the Fresno Mission's "DTCR Model" offering **Dignity, Time, Community** and **Relationship**, our goal is to help families and restore them to what God designed them to be. The Case Manager serves in a key position role, walking alongside them as they work towards their goals in healing, spiritual, finance and housing.

### **Who you are:**

- Someone who recognizes the value of other people regardless of their choices.
- Learns new methods of working with people who have experienced homelessness and trauma.
- Attentive with a listening ear and desire to give respect and time to our clients and guests.
- A good example of who Christ is and willing to share how He saved you from yourself.
- Dependable and trustworthy with sensitive and personal information.
- Fair in situations and able to determine what is just and equitable in difficult situations.
- Gentle in character and able to be calm and tender when others are challenging.
- Generous in heart, empathy, patient, and humble.
- Someone who brings excellence to everything you do.
- Has no desire to always be right when working with clients and guests.
- Able to work in a fast-paced and constantly changing environment.
- Great at time management.

### **What you'll do (just the basics):**

- Guide clients to develop and maintain the life skills necessary to obtain their goals.
- Conduct assessments to determine residents need and assist in developing goals.
- Provide guidance, resources, and referrals as necessary and assist through case management.
- Meet with them on a weekly basis and provide counsel.
- Facilitate classes in relapse prevention, parenting, finances, and job readiness.
- Assist in training new employees. Schedule and coordinate daily work and classroom

assignments for participants.

- Conduct conflict resolution meetings.
- De-escalate situations to keep community safe.
- Perform other duties as assigned.

**Bonus Points:**

- You have the flexibility to adapt to changes and take on new responsibilities as the organization grows.
- Puedes hablar, leer y escribir en español.
- You're excited to work in a fun fast-paced atmosphere where everyone takes the mission seriously, but no one takes themselves too seriously.

**Education/Experience:**

An AA or higher in the areas of Drug and Alcohol, Social Work, Human Services, or related field preferred. Microsoft Office and computer skills. 3 years of experience working with the population we serve.

**Requirements:**

A mature walk with Jesus Christ and able to articulate Biblical beliefs and their application within the context of the Fresno Mission. All employees of Fresno Mission are an integral part of the outreach ministry of a non-denominational, evangelical ministry sharing the Gospel of Jesus Christ through transformational programs that provide food, shelter, clothing, education, job training and renewal of families to the poor and addicted. All employees are Christian missionaries and are required from time to time to participate in chapel services, outreach ministries, Bible studies and prayer times. Due to the nature of these types of ministries, it is an absolute necessity that each employee possesses and maintain a Christian testimony of their faith and experience in Jesus. Must be in agreement with the Statement of Faith of the Fresno Mission.

**Application Process:**

Individuals interested in being considered for this position should email the following documents:

1. Letter of interest which includes a narrative detailing how you believe you qualify for this position.
2. An updated resume.
3. The names, email addresses, and phone number of three references.

**Please email all documents to [HR@fresnomission.org](mailto:HR@fresnomission.org)**

No phone calls.