



Case Manager/Community Engagement Coordinator

Full-time

Position: Case Manager/Community Engagement Coordinator

Location: Cumming, GA

Position Summary:

Family Promise of Forsyth County, Inc. (FPFC) is seeking a full-time, people-oriented Case Manager/Community Engagement Coordinator. The Case Manager/Community Engagement Coordinator is primarily responsible for working directly with families who are experiencing or facing homelessness or housing instability, to empower and assist them in achieving long-term stability and sustainable independence, and engaging with volunteers and the community to support this mission.

Overview of Responsibilities:

- Assist and empower families to build skills, habits and supports to attain and maintain sustainable independence.
- Assist families in navigating available resources.
- Create and oversee opportunities for families and the community to learn about and support FPFC.
- Serve as a primary contact for families participating in and/or recently graduating the FPFC program.
- Serve as a primary contact for volunteers and volunteer groups.
- Screen potential participant candidates and collaborate with team in selecting participants.
- Be a viable team member by investing in all activities and functions of the agency's services.
- Operate in an organized manner, diligently keeping data and case notes.
- Coordinate communication to volunteers and other stakeholders, as appropriate.
- Enter and annually gather data used for the agency's annual report.
- Follow agency personnel and program policies.
- Represent FPFC in communications and interactions with visitors, volunteers and the community.

Preferred Attributes:

- Spirit of collaboration and teamwork that fosters positive relationships with internal and external stakeholders.
- Positive, uplifting, and inviting demeanor that opens the door for easy rapport building with families, volunteers, team and community.
- Creative and innovative in use of communication tools and promotional opportunities.
- Alignment and commitment to the agency's strategic goals and objectives.
- Extraordinary attention to case level details that incorporates strong case management skills.
- Demonstrate discretion and confidentiality.

Requirements:

- A bachelor's degree from an accredited college/university in a human service or behavioral science field *or equivalent experience*.
- Self-starter with attention to detail and ability to manage multiple projects simultaneously.
- Have experience of working with children and families.
- Flexibility - as this job will require some evening and weekend hours and some after-hour on call responsibilities.
- Intermediate skills in MS Office (Word, Excel Power Point).
- Ability to successfully prioritize and manage multiple tasks simultaneously.
- Strong communication skills (written and oral).
- Agree to support the agency's mission statement, organizational values and beliefs, and its quality assurance plan.

Work Environment: This work is conducted in an office setting as well as, at times, in the field. It is fast-paced, working with vulnerable clients. The ability to maintain a flexible work schedule which will include evenings and weekends is required. Must be able to lift up to 25 pounds.

How to Apply

Please email (*no phone calls*) your resume and cover letter to tina@fpforsyth.org using the following guidelines:

- Subject line: **Case Manager/Community Engagement Coordinator – FT.**
- Cover letter should include (in bulleted form):
 - Experience and qualifications for this position
 - Specific Salary requirements
 - Potential Start Date