



**Job Title:** Family Service Coordinator

**Job Hours:** Full Time

**Reporting Structure:** Reports to the Manager of Family Services

**Job Role:** Case Management using the Family Promise family service programming for families in Rotation, Program 515, Temporary Housing, Graduate Supports as well as for families in the Section 8 Transitional Housing voucher and landlord agreements.

**Job Responsibilities:** The Family Service Coordinator will be responsible for providing case management services following the family service programs provided by Family Promise of Lawrence. Specific duties will be varied and will include, but not be limited to the following:

- Case Management following service program operations in a manner consistent with the requirements of contractual agreements, laws, regulations, grant funding documents, and policies of Family Promise of Lawrence.
- Provide direct strengths based case management services to families in all programs, in collaboration with the team of Family Service Coordinators.
- Help develop programming and policies to augment existing case management services to families in all programs.
- Maintain detailed case files for all clients.
- Maintain FPL database.
- Collaborate with other agencies in Lawrence to enhance the family service programs provided by Family Promise of Lawrence and to advocate for families in a situation of homelessness.
- Participate in on call rotation.
- Research and write grants for program funding.
- Perform other tasks as assigned by the Executive Director or Manager of Family Services.

**Qualifications:** The Family Service Coordinator must be a highly organized individual with exceptional people skills, time management skills and able to work in a flexible work environment to meet the needs of the guest population. Training and understanding of trauma-informed care, addiction behaviors and awareness of issues surrounding populations of people experiencing poverty or homelessness is critical. Communication skills, the ability to work as part of a team, honesty, integrity, loyalty, high professional demeanor, and respect are additional required qualifications. Ability to speak with a variety of faith communities is helpful.

**Education and Skills:**

- Minimum qualifications include a Bachelor's degree (graduate preferred) from an accredited school.
- Experience in collaboration and coordination of case management services, prior experience with trauma-informed, person-centered, strength-based approaches.
- Existing familiarity with Lawrence and Douglas County resources is desirable.
- Ability to communicate effectively, plan, organize and prioritize work, be self-motivated and directed.
- Enthusiasm for work in social justice.
- Multi-tasking and time management abilities critical.
- Must be able to handle detailed information with a high degree of accuracy and to maintain a high degree of confidentiality.
- Interpersonal skills are critical with the ability to work effectively with a wide range of people from different cultures and faiths.
- Proficiency in effective oral and written communication.
- Microsoft Office and computer skills required.

**Physical and Emotional Demands:** This position may require lifting/carrying (20-30 lbs), walking, stair climbing, sitting, and standing, driving, and prolonged visual concentration. Work with families in a situation of homelessness requires mental and emotional fortitude, adequate self-care, and awareness of surroundings.