

Social Services Manager

Role Description

Reports to: Senior Program Director

Job Category: Salaried Employee

Job Location: Remote with attendance at in-person meetings in Central Ohio

About Families Flourish:

Families Flourish (Flourish), a nonprofit organization, is an innovative program to improve life outcomes for children and their families by creating opportunities for residential and financial stability. Families Flourish empowers families to address their total needs over a 3-year period, reversing historic barriers by fostering greater inclusivity, equality, opportunity and access to housing, education, and family wellness. We do this through comprehensive coaching and programming along with partial rental support that facilitates self-sustainability.

The Social Service Manager's role at Families Flourish:

The Social Service Manager's role empowers participants in the Families Flourish program to overcome the challenges they experience. The person who assumes this role understands that their primary focus is providing additional resources and support to participants with challenges beyond the coaching relationship's scope. This position works broadly with participants in the program to connect them to resources and provides case management to participants who need additional support. The position takes a leadership role in group programming and other projects, building partnerships with social service organizations, and landlords in Central Ohio and by supporting the coaching staff and Senior Program Director. This position works in partnership with other Social Service Managers. This position is primarily remote but attendance at in-person meetings and programs in central Ohio is required.

Specific Tasks:

This role has responsibilities in four areas: programming, case management, housing and landlord partnerships, and administrative with the following core tasks:

- Lead group programming with Flourish participants. Facilitate and organize programs. Lead educational programs when needed.
- Actively participate in the participant selection process
- All "pre-coach assignment" work would be the focus of this role - this includes pre-move-in and move-in stages. This would include working with participants to prepare for school enrollment, daycare providers, identifying funds needed for moving, furniture, loans, etc.

- A group of approximately 16 - 18 participants will begin the program and change residences during approximately the same period of time twice a year; having flexibility with the high demand during these critical transition periods is required.
- Will case manage participants on an ongoing basis who need additional support.
- May periodically meet with participants in their home or other locations
- Acts as a liaison between coaches, participants, and the resource personnel of agencies.
 - Identifies key community specialists based on need
 - Coordinates referral to social services agencies
 - Monitors (results-orientated) the progress on addressing social service needs
 - Assists with issues related to the school and educational needs
- Build relationships with strategic community partners willing to act as specialized resource people for specific client needs. These partnerships are with agencies and individuals who have expertise in financial literacy, career coaching or counseling, workforce development, relationship issues, domestic violence, parenting, addiction, health, or other such issues beyond the scope of the coaching team
- Assists with updating resource lists for coaches and participants
- Maintains records regarding types and numbers of referrals made to outside resources or agencies
- Identify social service needs and trends and communicate this to the Senior Program Director (proactive)
- Provides case management to participants who need additional support. Meet with participants regularly, connects them to needed resources and provides ongoing one on one support around self sustainability.
- Protects participant confidentiality
- Acts as an additional resource for participants who require more specific Monitors all necessary documentation such as rent payments, income, job changes, credit scores, etc. - inputs in the CRM and held confidentially and generates reports as required for the Senior Program Manager, Project Evaluation team, coaches and the President
- Assists in delivering assessments generated by the program itself and the evaluation teams and all other surveys required of participants and/or coaches
- In the event a participant faces a financial emergency, assist the participant and coach to access emergency funds in the community and then from the Families Flourish Emergency Fund
- Participates in outreach efforts to identify potential applicants for the Families Flourish program
- Landlord Coordination
 - Is the main contact for property managers and landlords. Coordinates with the appropriate team members on rent, lease and property related issues
 - Cultivates and maintains good relationship with the property personnel, including managers, supervisors, and owner representatives

- Onboards new landlords to Families Flourish
- Creates and distributes the quarterly Landlord Newsletter
- Works with the Ad Hoc Housing Committee and Landlord Outreach Coordinator to recruit new landlords
- Keeps housing list up to date and performs regular audits of property information
- Monitors rent payment and rental lease compliance
- Assists with initial housing leases and contracts
- Acts as an additional resource for participants who require more specific education in renter's issues such as: paying rent on time, addressing housing concerns with landlords, complying with rental agreements, etc.
- Liaison with social services agencies, and between landlords, participants, and coaching staff regarding housing and property issues
- Provides general follow-up with participant, coach, and landlord as needed
- Mediates conflicts that arise between landlords and participants
- Keeps a record of all housing issues and provides a monthly report to the Senior Program Director, President, and, as appropriate, to the coaches and the program evaluators. Such information shall be stored confidentially on the CRM
- Build relationships with new landlords to facilitate the participation growth of Families Flourish
- Works with the Development Director and others on events, communications, and promotions that generate new properties for future participants
- Other duties as assigned

Skill Requirements for Social Services Manager: .

1. LSW or comparable licensure or experience
2. Experience working in Case Management and/or Social Work
3. A broad knowledge base regarding community services and agencies in Central Ohio
4. Respect for the population served by Families Flourish
5. Technology proficient including Microsoft (SharePoint, Teams, Word and Excel) and Google and the willingness and ability to learn new systems when needed
6. Ability to use databases including a CRM database for coaching notes, other software for application process and impact measurement
7. Has a strong base in understanding the needs families with children including the 0-5 population- resources and referrals, especially as it pertains to resources to address parental stress, developmental delays, parenting, and school-related issues
8. Has strong background in assisting participants with conflict resolution such as it pertains to landlords and property management issues, employment and/or educational issues
9. Understands and adheres to professional confidentiality and mandated reporting regulations
10. Has a Growth Mindset, interpersonal skills that help establish rapport, and appropriate professional boundaries

11. Has the flexibility to dedicate more time to participants during the participant onboarding process
12. Has experience or training in trauma-informed strategies, implicit bias knowledge and/or training, and family-centered approaches
13. Experience working with individuals on an ongoing basis and working with them to set and reach goals especially around self sustainability.
14. Available to work flexible hours: Available for scheduled evening Coaching Team meetings and Participant Programs each week, one to two additional evenings each week, and some weekends required
15. Position is **primarily** remote **but attendance at in-person meetings and programs in central Ohio is required**
16. Willingness to make a long-term commitment to Families Flourish

Compensation

Full time, salary range \$45,000-\$58,000, depending on experience, paid holidays, vacation and personal days.

Application process:

Please send a cover letter, resume and a list of three professional references by email to: Jamie.Sager@FamiliesFlourish.org.

Failure to submit all requested materials may result in application being rejected.
No phone calls, please.

Note:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

Families Flourish is an equal employment opportunity employer. The Company’s policy is not to discriminate against any applicant or employee based on race, color, sex, sexual orientation, gender identity, religion, national origin, age (40 and over), disability, military status, genetic information or any other basis protected by applicable federal, state, or local laws. Families Flourish also prohibits harassment of applicants or employees based on any of these protected



categories. It is also Families Flourish's policy to comply with all applicable federal, state and local laws respecting consideration of unemployment status in making hiring decisions. We encourage individuals from all backgrounds to apply.