



Job Title: Case Manager
Reports To: Program Director
Full Time/Part Time: Full Time

Organizational Summary

Together for Good creates pathways for the local church to come alongside vulnerable children and families in Christ-centered ministry. It is our joy to equip local churches to journey together with isolated mothers and vulnerable children by offering voluntary hosting of the children during crises such as homelessness, a medical crisis, unemployment, and mental health struggles. We believe in the power of relationships and that no family should ever walk alone. This innovative model has become a new path to keep families together and help them thrive.

Job Summary

The TFG Case Manager provides professional care and oversight, fostering relationships between participant parents/children and TFG volunteer Host Families and Advocates using a Christ-centered approach. Case Managers provide an intake to assess the participant's needs, schedule hostings, facilitate the initial connection between volunteers and participants, report on the CRM database, and provide ongoing coaching to all parties throughout the duration of a hosting. Each Case Manager will maintain a caseload of participants, facilitating crisis care and ongoing respite care for participating families. Case Managers will also collaborate with other agencies and community partners as needed. This role requires occasional evening and weekend availability.

Primary Responsibilities:

- Coach volunteer host families and advocates to support relationship-building with participants.
- Facilitate participant intakes and assesses whether TFG can provide support.
- Coordinate hostings and maintain an organized calendar of hosting logistics.
- Provide support and professional oversight for host families during a hosting.
- Coordinate, refer, and collaborate with other agencies and providers when necessary.
- Maintain detailed case notes and documentation in the CRM database.
- Handle sensitive information with discretion and compliance with company policies and legal regulations.
- Obtain feedback from participant families and host families following each service.
- Submit CPS reports as needed.
- Manage helpline calls and evaluate for the appropriateness of TFG services.
- Provides spiritual support and guidance for host families.



Minimum Education and Experience:

- Bachelor's degree in social work or human services-related fields preferred.
- Experience leading and coaching volunteers preferred.
- Knowledge regarding local community resources and/or social services.
- Experience with foster care, adoption and/or family social services, and/or social services.
- Experience or interest in working with and partnering in diverse communities.
- Experience supporting individuals with mental health concerns and/or a history of addiction.

Qualities of the Ideal Candidate:

- *Highly Missional:* Able to articulate the Christian faith. Active member of a local church. Agreement with Together for Good's mission, vision, values, and statement of faith. Has a strong desire to use gifts and talents to positively impact Christian ministry.
- *Empathy and Compassion:* Connecting with participants and volunteers to build trust and rapport. Mindfulness regarding participant's needs and concerns.
- *Communication:* Excellent verbal and written communication skills.
- *Adaptability:* Responds effectively to changing situations and circumstances.
- *Culturally Competent:* Ability to provide care that meets diverse social and cultural needs.
- *Organizational Skills:* Highly organized and efficient, with strong attention to detail. Able to manage a caseload effectively and maintain accurate records.
- *Critical Thinking/Problem-Solving Skills:* Strong decision-making and advocacy skills. Ability to navigate crisis situations professionally. Finds and connects clients with community resources.
- *Team Collaborations:* Values collaborations and works well with a team of colleagues, volunteers, and community partners.

Travel and Work Schedule:

- Available for in-office work Monday - Friday 9am - 5pm.
- Occasional availability is needed for evenings and weekends.
- Must travel throughout the immediate area.

Compensation:

- This position is reimbursed at an hourly rate.
- Salary is based on education and experience.
- Mileage is reimbursed at the federal mileage rate.
- PTO & Paid Organizational Holidays.
- This position does not currently include medical benefits.

How to Apply:

- Please email a cover letter and resume to info@tfgood.org.