



Together for Good Iowa Case Manager

Job Summary:

The Together for Good Case Manager will join with professional staff and volunteers to provide support for parents when facing a crisis or chronic stress situation to provide safe places for children to receive care while the parent stabilizes. In this role, the Case Manager will interview recipients, facilitate intakes, assess and determine needs, link families to supportive resources, facilitate hostings, engage volunteers and collaborate with agencies and community partners.

Case Manager Primary Responsibilities:

- Manage incoming calls for services and assess and evaluate the appropriateness of TFG services
- Facilitate coordination of hostings
- Schedule regular check-ins and visits with families and volunteers
- Determine and execute service plans
- Foster and guide ongoing relationships between families and volunteers
- Coordinate, refer and/or collaborate with team, volunteers, agencies, and providers
- Complete forms and maintain reporting and documentation in CRM database
- Encourage and coach setting goals with parents
- Debrief with families and volunteers following each service
- Encourage skills building and family stabilization
- Submit CPS reports as needed
- Report to TFG Program Director
- Attend TFG trainings and professional development opportunities

Minimum Education and Experience:

- Holds a bachelor's degree in social work, psychology, sociology, or human services related field
- Skilled in the process of identifying and assessing a wide range of recipient needs
- Knowledgeable about local community resources and how to use those resources for the benefit of the recipient
- Experience working in and partnering with diverse communities, multiple ethnicities, and cultural backgrounds
- Experience with foster care, adoption or family social services
- Experience supporting individuals with mental health and addictions
- Experience with Trust Based Relational Intervention practice/model
- Without a bachelor's degree, candidate must meet one of the following:
 - Associates degree with 2 or more years of experience working, volunteering, or serving in a role supporting at-risk populations
 - 4 or more years combined specialized training and work experience consisting of community involvement, volunteering, or serving in a role supporting at-risk populations

Qualities of the Ideal Candidate:

- Able to articulate personal Christian faith history with current involvement in a local Christian Church
- Strong preference for culturally competent candidates with a history of serving diverse populations
- Competent in trauma-informed care
- Bilingual abilities are highly desirable
- Management and advocacy skills
- Knowledge of community resources
- Aptitude to respond professionally and navigate crisis situations
- Strong knowledge of safety planning and researched based assessment tools

Travel and Work Schedule:

- Available for in-office and remote hours
- Occasional availability needed for evenings and weekends
- Must be willing to travel throughout Central Iowa and transport TFG children/families as needed

Compensation:

- Hourly rate based on experience
- Mileage reimbursed at the federal mileage rate
- After 90 days probation, PTO accrued based on hours worked