



Together
for Good

Case Manager

Job Title: Case Manager

Reports To: Program Director

Full Time/Part Time: Full Time

Organizational Summary

Together for Good (TFG) is a Christian nonprofit that creates pathways for the local church to come alongside vulnerable children and families in Christ-centered ministry. We equip churches to journey with isolated parents and children through voluntary hosting and relational support—providing safety, stability, and hope during crises such as homelessness, medical emergencies, unemployment, or mental health challenges. We believe deeply in the power of relationships and that no family should ever walk alone.

TFG is a growing national organization with four sites across the country. While each site has its own local staff and partnerships, all sites work together toward one unified mission—creating pathways for families to thrive. The National Office, based in St. Paul, Minnesota, provides shared services including communications, branding, fundraising systems, data infrastructure, HR support, leadership development, training, and organizational oversight.

Position Summary

The TFG Case Manager provides professional, relationship-based care and oversight to participant families and TFG volunteer Host Families and Advocates using a Christ-centered approach. Case Managers conduct participant intakes to assess needs and strengths, coordinate crisis and respite hostings, connect families with community resources, and provide ongoing support to both participants and volunteers. Each Case Manager maintains a caseload, builds strong relationships with the families and volunteers they serve, and completes timely case documentation in the CRM. Case Managers also collaborate with community partners and support relationships with churches and referral partners.

Because the needs of families and volunteers do not always fall within traditional office hours, this role includes some Friday afternoon/evening responsibilities and occasional evening or weekend availability. The position offers flexibility in the weekday schedule to accommodate these responsibilities, while maintaining regular in-office presence and team collaboration.

Primary Responsibilities:

Participant Care & Coordination

- Conduct participant intakes to gather relevant information, assess family needs and strengths, determine appropriate TFG services, and identify additional resources that may benefit the family
- Coordinate crisis and respite hostings, including matching participants with volunteers, scheduling, and other hosting logistics
- Provide ongoing case management, support, and professional oversight
- Maintain regular communication with participant families to assess how services are going, identify changing needs, and provide appropriate follow-up

- Connect participants with community resources and make referrals when needs extend beyond TFG's scope of services
- Participate with on-call rotation (as needed), assess presenting needs, and determine the appropriateness of TFG services
- Identify and respond appropriately to safety concerns, including completing mandated reports to Child Protective Services when required
- Complete required paperwork, case notes, assessments, follow-up documentation, and CRM records accurately and within established timelines

Volunteer Care & Support

- Build strong relationships with Host Families and Advocates, providing consistent communication, encouragement, support, and follow-up
- Coach and equip volunteers as they build healthy, supportive relationships with participant families
- Maintain regular connection with volunteers to understand their experience, gather feedback, address concerns, and identify ways TFG can better support them
- Provide professional oversight and support to volunteers before, during, and after hostings
- Oversee child pickups for new arrangements, and other hosting needs
- Participate and lead trainings for initial and on-going educate and support
- Provide spiritual support and guidance to Host Families and volunteers as appropriate
- Help volunteers feel valued and connected to TFG's mission and the broader ministry

Community & Organizational Engagement

- Support the Program Director and Site Director in developing and maintaining relationships with church, referral, and community partners, including social service agencies, healthcare providers, schools, and other organizations that help support families and strengthen TFG's network of care.
- Participate in case consultation, team meetings, trainings and all staff gatherings
- Represent Together for Good professionally with participants, volunteers, churches, referral partners, donors, and the broader community
- Actively support TFG's fundraising efforts by representing the organization well, sharing its work and impact, building strong relationships with donors, churches, volunteers, and community partners, and participating in key fundraising efforts such as the rucking event, annual Gala, and year-end giving campaign.
- Work collaboratively with the TFG team and contribute to organizational needs and priorities as appropriate
- Other duties as assigned

Minimum Education and Experience:

- Bachelor's degree in social work, human services, or a related field preferred.
- Social work licensure or similar professional credential is preferred but not required.
- Experience working with children and families in social services, family support, or a related setting preferred.
- Experience supporting volunteers and connecting families with community resources is a plus.

Qualities of the Ideal Candidate:

- *Highly Missional:* Passionate about family preservation and aligned with Together for Good's statement of faith and mission. Able to articulate the Christian faith and actively involved in a local church. Has a strong desire to use their gifts and talents to positively impact Christian ministry.



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- *Empathy and Compassion:* Connecting with participants and volunteers to build trust and rapport. Mindfulness regarding participants' 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:

- Flexible Monday–Friday schedule with regular in-office work several days each week.
- Some Friday afternoon/evening availability and occasional evening or weekend responsibilities are required. Weekday schedules may be adjusted accordingly.

Compensation:

- Salary negotiable, based on education/experience.
- Mileage reimbursed at the federal mileage rate.
- PTO & Paid Organizational Holidays.
- 403b retirement account with a company match.
- Health reimbursement up to \$350/month.

How to Apply:

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

This description is not intended, and should not be construed, to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with this job. It is intended to be an accurate reflection of the principal job elements essential for making compensation decisions.