Family Team Manager (Clinical Case Manager)

Imagine LA is a dynamic and growing nonprofit organization dedicated to mobilizing the community to end the cycle of family homelessness and intergenerational poverty. Our mission: Together with families, we transform lives by building relationships, wellbeing and economic mobility. Our innovative Family Partnership model works with families who have experienced homelessness, or are at increased risk of experiencing homelessness, and partners with them to build the skills, habits, and relationships needed for every member of the family to thrive.

The Family Partnership Model - The Family Team Manager (FTM) position is critical to our mission, as FTMs are on the ground every day working directly with our participants to ensure families have access to all necessary resources to actualize their goals, and clear barriers to set the stage for economic mobility programming, financial independence, and success for the whole family. The FTM provides intensive, clinically focused case management services to participant families as well as oversight to teams of volunteer mentors for those families who opt into mentorship. As an FTM, you will create individualized case plans that account for the holistic needs and desires of the whole family and provide intensive case management to achieve their goals. From Imagine C.A.R.E., families gain access and guidance through our Matched Savings program, strength-based focus on parenting success and educational achievement, comprehensive financial fitness curriculum, living-wage careers pathways (healthcare, logistics, technology, and more), and support securing childcare and development services.

Location:
Families are enrolled on a scattered site model; the FTM must be prepared to travel throughout much of LA County – we currently serve SPAs 2, 4, 5, 6, and 8.

Imagine LA is a smart, collaborative, and passionate environment that combines the best practices of business and social services. Our core values: Love, Teamwork, Equity, Compassion, Accountability. Our culture is warm, encouraging, and “professionally playful” (check out our 2020 Impact Report), and our humanity always comes first. We love coffee and food (no, really) as well as embracing staff wellness (like the exploration of colored breathing – true story!). We are actively advancing our Equity, Diversity, and Inclusion work, and intentionally invest in staff advancement (you’ll have a “growth budget” for personal and professional development).

COVID-19 Protocols:
Imagine LA is committed to complying with all city and county guidelines issued around protecting our community against the COVID-19 virus. In compliance with our vaccination policy, all new hires are required to provide proof of vaccination and booster prior to starting.

Under the supervision of the Program Manager, the Family Team Manager (FTM) will be responsible for managing a caseload of families who are currently homeless and/or have experienced homelessness.

Primary Responsibilities
• Provide support to families assigned through the Coordinated Entry System (CES) to get document ready for the TSA housing application process.
• Partner with Family Program Associate to Engage, screen, assess, and enroll new families with varying acuities and levels of functioning
• Address a families’ immediate needs and work to engage them in the housing navigation process, assess for permanent housing opportunities and locate best fit housing placement options.
• Develop and implement a housing stabilization plan that will maximize housing location, placement, and retention for families in Housing Subsidy Program.
• Evaluate families’ need for financial assistance to prevent homelessness and assist with dispensing program funds to prevent eviction
• Build and manage each family’s individualized case plan through a psychosocial assessment (MSW/MFT only), needs assessment, and rapport building
• Refer and link families in a timely manner to appropriate and necessary public and private resources
• Conduct weekly check-ins, monthly goal-setting meetings, home visits, and ongoing relevant assessments for each family
• Provide support and guidance for families using a client-centered, strengths-based, “do-whatever-it-takes” framework
• Evaluate families’ desire and readiness for the mentorship experience, as applicable and gather information for Community Engagement team to decipher goodness of fit between mentees & mentors
• Build and manage the relationship between volunteer mentors and families including weekly check-ins, goal setting, and ongoing assessments
• Coach volunteer mentors on best practices and guide their approach to mentorship via regular team conference calls & individualized support
• Facilitate mentorship trainings for onboarding volunteers
• Plan and host community-building events and/or psycho-educational meetings for families
• Create a safe space for all program participants by utilizing culturally sensitive language and materials
• Regular case conferencing and collaboration with partner agencies as needed around anything impacting families’ ability to maintain compliance with their lease
• Connect and partner with various stakeholders including, but not limited to, community and referral partners
• Attend appropriate monthly internal and external case conferencing meetings for family caseload (MSW/MFT only)
• Connect and partner with various stakeholders including, but not limited to, community and referral partners
• Attend clinical supervision on a weekly basis to receive oversight on cases and progress toward licensure with the state of CA
• Be present and engage families in Imagine LA’s quarterly Family Fun events (i.e. Back-to-School, holiday, etc.)
• Provide regular and thorough program activity reporting – including demographics and case notes – in various databases (Salesforce and CHAMP)

Job Requirements:
• Bi-Lingual (Spanish preferred)
• Master’s in Social Work or Family Therapy plus 2+ years’ experience in social service and nonprofit work specializing in homelessness and/or at-risk populations OR Bachelor’s Degree with 10+ years’ experience
MSW/MFT registered as Associate Clinical Social Worker (ACSW) or Marriage and Family Therapist (AMFT) with the CA Board of Behavioral Sciences, or willing to immediately obtain

- Ability to authentically build strong working relationships with people of diverse socio-economic and cultural backgrounds to meet our families where they are at
- Commitment to Equity, Diversity, and Inclusion – understanding the importance of delivering service through a social justice lens & willingness to educate others on issues of systemic oppression, implicit bias, racial microaggressions, etc.
- Comfortable with Microsoft suite, CHAMP, Salesforce (or other database) knowledge a plus!
- Volunteer experience (both being a volunteer and volunteer management and support) a plus
- Open to coaching and receiving feedback, and willing to give it!
- Ability to juggle multiple projects and deadlines, thrive on problem solving and challenges.
- Flexible schedule (weekend and evening hours are required to meet the needs of family caseload)
- Reliable transportation; valid CA driver’s license, and willingness to drive (mileage reimbursed)

**Pluses:**

- Management experience ideally in the family and youth social services arena, a large plus
- Experience working with government agencies; especially DCFS, DMH, DHS and LAHSA, are major pluses

**Salary and Benefits:** This position is full-time, non-Exempt with excellent benefits (including medical, dental, vision, retirement, leave and holidays). Salary $55,000 to $60,000, depending on experience; employment with Imagine LA is contingent on completion of satisfactory background check. Parking is provided.

**Supervision for MSW/MFT:** This position provides an excellent opportunity to gain hours toward clinical licensure at no additional cost to the employee. Clinical supervision by a Licensed Clinical Social Worker (LCSW) is provided as a benefit and is something we highly value. FTM will be provided with 3 hours of clinical supervision per week (aside from minor scheduling changes/conflicts) - 2 hours of group supervision and 1 hour of either individual or triad supervision.

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain nor be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

Imagine LA is an equal opportunity employer that actively seeks to create a diverse work culture that reflects the community that we serve and ensures our team continues to do what we do best.

**To apply:** Please email cover letter, resume, and references to jobs@imaginela.org.