



Neighborhood Resource Specialist/Case Manager

Title: Neighborhood Resource Specialist/Case Manager – Full Time (1 FTE)

Reports to: Executive Director

Qualifications:

1. Bachelor's degree in social work or related field with at least 3 years case management experience.
2. Knowledge, experience and skills in working with families who are homeless.
3. An understanding of and a commitment to the mission of Bridge of Hope Harrisonburg Rockingham.

To engage Christian faith communities in ending family homelessness through neighboring relationships that demonstrate Christ's love.

4. Active in a Christian faith community with a strong personal faith experience, able to align with [affiliate faith statement](#).
5. Strong interpersonal skills.
6. Well-organized.
7. Ability to self-start and manage time, tasks and schedule independently and with flexibility.
8. Ability to think and plan pro-actively as needed.
9. Position requires a valid driver's license and availability of a vehicle.

Position Summary: To provide case management and support services for 8 families (40 hours a week) who are homeless or at-risk of homelessness and foster relationships with Neighboring Volunteers, engaging both parties in developing their Bridge of Hope Neighborhood of Support throughout their 12 to 24 month participation in Bridge of Hope's program. This includes participating in family selection, assessing all families and family members, linking to community resources, guiding and equipping groups of Neighboring Volunteers as they build relationships with Neighboring Families, and providing support for participating families as they seek establish safe and sustainable housing. The work of the Neighborhood Resource Specialist is accomplished using family-centered, strengths-based, trauma-informed approaches, all with a spirit of cultural humility. All goal setting is driven by the Neighboring Family. The Neighborhood Resource Specialist/Case Manager uses the Bridge of Hope Outcomes, Benchmarks and Standards as a guide for implementing this position.

Hours: 40 hours/week; flexible schedule, must be available some weekend and evening hours as needed.

Responsibilities:

1. Family Selection

- a. Receive agency, church and self-referrals and conduct “initial inquiries” via phone and maintain records of these inquiries.
- b. Participate in interviews with potential families as requested.
- c. Along with the identified family selection team, make the final determination of a family’s acceptance into the program.

2. Service Development

- a. Conduct extensive and ongoing assessment for each family member.
- b. Initiate and maintain a Service Agreement and Family Goal Plan with each Neighboring Family. This plan should be updated on a regular basis (every 3-4 months).
- c. Complete additional paperwork for the beginning of services.

3. Housing

- a. Build landlord partnerships to enhance access to housing for families.
- b. Assist families in exploring a variety of housing options, the housing search, and move in process, including ensuring appropriate furnishings.
- c. Help families access and manage their credit, eviction, and criminal histories.
- d. Create and administer a rental assistance plan with the family to meet their individual needs.
- e. Educate families on basic tenant and landlord rights and responsibilities and assure that each family understands their own lease.

4. Ongoing Case Management

- a. Encourage and nurture the family in building trusting relationships in their Bridge of Hope Neighborhood of Support.
- b. Provide case management for each member of the Neighboring Family as needed and desired.
- c. Work with each family to promote and encourage growth based on Bridge of Hope’s desired outcomes:
 - safe and sustainable housing
 - strong and resilient families
 - supportive neighboring relationships
- d. Promote family resilience and well-being by providing opportunity for specialized screening and linking to community resources as desired by the family.
- e. Equip families in the area of money management and provide hands-on assistance with monthly financial planning.
- f. Maintain case records and documentation for each family unit in the program.
- g. Coordinate a graduation celebration for each family completing the program.
- h. Participate in regular supervision with supervisor.
- i. Participate in Program Committee meetings as requested.

5. Neighboring

- a. Assist in providing initial Neighborhood training as requested by Director.
- b. Facilitate the Neighborhood Launch, a time when the Neighboring Family and Neighboring Volunteers meet each other for the first time.
- c. Prepare and guide both the Neighboring Volunteers and the Neighboring Family in building relationships with each other, assisting the family in identifying how they would like the Neighboring Volunteers to be involved with their family, and assisting the Neighboring Volunteers in discovering ways that they can support the family in achieving their goals and meeting every day needs.
- d. Provide ongoing training to Neighboring Volunteers.
- e. Maintain regular communication with the group coordinator for the Neighboring Volunteers.
- f. Develop, and maintain relationships with Neighboring Volunteers and respond to individual needs/calls/questions.
- g. Meet with Neighborhood members to facilitate resolution of conflicts/challenges as they arise.
- h. Attend Neighborhood Gatherings and assist in planning and facilitating as needed/required.
- i. Facilitate closure for the Neighborhood when the family graduates or otherwise leaves the program.
- j. Maintain case records and documentation for group of Neighboring Volunteers in the program.

5. Evaluation Process

- a. Maintain demographic data for Neighboring Families and Neighboring Volunteers and assure they complete the standard Bridge of Hope benchmarking forms, entering all data in the Bridge of Hope database.
- b. Maintain occasional casual contact with Bridge of Hope alumni to provide follow up support and conduct alumni follow-up surveys.

6. Network with and build positive, working relationships with other agencies

- a. Build relationships with other community agencies to enhance the process of both receiving and making family referrals.
- b. Participate in regular community service coordination meetings as appropriate, such as housing coalitions/Continuums of Care.

7. Other responsibilities

- a. Other tasks as deemed necessary by the Director.

1/18/2022