



The Matthews House

Growing Stronger Together

Family Resource Navigator (50%)

Reports to:	Family Services Director
Job Location:	Larimer County
Status:	Part-time; 20 hours per week; Non-Exempt
Salary Range:	\$21-23/hour

This posting will close on Friday, July 26, 2024.

The Matthews House Mission: Empowering youth and families through connection, self-efficacy, and independence.

The Matthews House Vision: A community that is aware, belongs, and is self-sufficient.

The Matthews House Values: Relationship-centered, Assume the best of people, Own your role, Innovation, Remain curious

JOB DESCRIPTION: We are seeking a committed and relationship-centered individual to provide case management to families choosing to participate that include intake, assessment, goal planning, resource identification, and sustainability planning. You will work with a caseload of families that are seeking support to meet certain goals for their family (parenting, housing, job searching, children's education or childcare, food, health, household budgeting, etc.). Your work will enable you to make a meaningful impact on the lives of those we serve and will contribute to the positive, supportive work culture at The Matthews House. Family Resource Navigators will be knowledgeable about community and county-wide resources for families who have been identified by the Department of Human Services as having children in the home who are "at-risk" of abuse and/or neglect. These families may require a myriad of services and resources to better support themselves and their children within the community. The staff will be able to access the individual families' needs and direct them to community-based agencies and resources for self-identified goals.

QUALIFICATIONS:

- Bachelor's Degree from accredited college or university. Experience and/or formal accreditation programs may be substituted for formal education.
- Demonstrates skills critical to case management, including interdisciplinary collaboration, crisis management and resource knowledge.
- Must be familiar with family systems, conflict management and developmental stages from birth to adulthood.
- Must have proven organization, time management, critical thinking, and team partnership skills.
- Ability to respond safely to emergency situations.
- Must be able to transport and have a clean driving record.
- Must pass an FBI fingerprint screening.
- Skilled in using word processing, database, and presentation software.
- Bilingual/bicultural Spanish speaker preferred, but not required.

RESPONSIBILITIES:

The minimum performance expectations include, but are not limited to, the following:

- Make contact and outreach in multiple ways (phone, text, letter, home visit, etc) with referred families within two days of receiving referrals and document outreach.
- Provide appropriate and comprehensive documentation of family visits and goals.
- Engage families and ensure ongoing contact through relational skills.
- Meet with families referred to services. Conduct client assessments for The Matthews House services and provide resource knowledge as needed.
- Manage a caseload of assigned clients who need ongoing assistance and follow up. Track services provided in a timely and accurate manner.
- Develop an individualized, goal-focused plan with each family that is focused on the family's strengths and needs.
- Evaluate the goals and objectives for individualized plans and coordinate services that are involved in the plan to ensure continuity of care. Problem-solve with each family in order to overcome barriers to success and experience progress on their individualized plan.
- Accompany clients to appointments, hearings, and other community meetings when appropriate.
- Work in coordination with other community resources to meet the family's need for financial assistance, housing, medical care, substance abuse intervention, family support, employment/training opportunities, childcare, life skills training, transportation, pro-social/recreation programs, etc.
- Provide community outreach to encourage participation at the Community Life Centers.
- Home visits with clients (reliable transportation is needed).
- Take all necessary and reasonable precautions to protect families' information, equipment, materials and facilities.
- Develop and maintain a high level of knowledge regarding best practices in social work, diversity/equity/inclusion, funding sources, community resources and computer programs.
- Complete ongoing documentation of participant contact and monthly billing for contract compliance.
- Confidentially maintain complete and accurate participant files.
- Actively participate in bi-weekly supervision with the Program Director individually and support suggestions and policies set by the Program Director and/or organization.
- Actively participate in all required monthly staff meetings, professional meetings and trainings.
- Collaborate with our Family Resource Center and CDEC partners and follow all program guidelines set forth by them. This includes monthly Community of Practice meetings with other FRC staff in the state.
- Attend all required onboarding and continuous trainings, including the required annual conference, Sept. 4-6, 2024.

ADDITIONAL RESPONSIBILITIES:

- Support and maintain the positive culture of The Matthews House and uphold agency values: relationship-centered, assume the best of people, own your role, innovation, remain curious.
- Communicate professionally through written documentation and verbal communication.
- Ensure all services provided are within the Matthews House guidelines and policies.
- Perform other duties as assigned.

SCHEDULE & WORK ENVIRONMENT:

- The Matthews House offers a flexible work schedule that can fit the applicant's needs.
- Some evenings may be required to fulfill the duties of this position.
- Services will be provided within the schools, community, and families' homes.

BENEFITS:

- 401(k) with 3% match by employer
- A mission-driven environment with strong staff culture

EQUAL OPPORTUNITY EMPLOYMENT & AFFIRMATIVE ACTION

The Matthews House is dedicated to the principles of equal employment opportunity in any term, condition, or privilege of employment. We do not discriminate against applicants or employees on the basis of age, race, sex, color, religion, national origin, disability or any other status protected by state or local law.