



3805 Marshall Street, Suite 100
Wheat Ridge, CO 80033
(P) 303.422.2133

Job Posting

Bilingual Case Manager

Organization Overview

The mission of Family Tree is to partner with all people to prevent and overcome the interconnected issues of child abuse, domestic violence and homelessness to promote safety, healing and stability across generations.

As a long standing non-profit human services agency, we are committed to empowering change and transforming the lives of vulnerable populations in our community. We aim to recruit and retain high-quality and diverse team members who share in our commitment and vision to empower people and transform our community through innovative and integrated services. We are also committed to investing in our team i.e., strive to pay a fair wages, offer competitive benefits, provide generous sick and vacation time, offer staff development along with believing each employee's unique qualities and experiences are the core of the organization.

Family Tree strives to value and uplift diverse and marginalized voices, to recognize and address the ways in which oppression impacts the communities with which we work, and to promote inclusion and equity.

Hiring Bonus

Family Tree is offering a \$300 hiring bonus paid on the first paycheck after hired.

Job Summary

Family Tree House of Hope is a 90-day shelter dedicated to providing a safe and supportive environment for women with children experiencing homelessness. HOH provides advocacy services and case management to women with children. Family Tree's House of Hope operates 24/7

Essential Duties and Responsibilities

- Bilingual Spanish and English required
- Ability to provide advocacy, crisis intervention, conflict resolution to households who have experienced domestic violence, homelessness.
- Maintain confidentiality of shelter, employees, and client information per Family Tree policies.
- Basic knowledge of domestic violence and the impact on survivors and/or children
- Assist residents with housing navigation, benefits acquisition, educational/vocational referrals, financial empowerment, behavioral/health referrals, goal setting, life skills and the establishment of a personal support network
- Promptly enter documentation and information into our Salesforce database, HMIS, and other respective tracking systems as required; maintain documentation and data needed for monthly grant reporting
- Complete documentation for clients' interactions in a timely and accurate manner
- Follow up with applications for services and complete intakes of new clients
- Communicate with partner agencies and other professionals as needed and when necessary to better service clients

Other Duties

- Adhere to Family Tree's Continuous Improvement Practice of completing client support tools and sending feedback and post-exit surveys to clients according to Family Tree's standards
- Serve as a support to volunteers, interns, and other staff while at Family Tree's Roots of Courage
- Communicate and coordinate with the Program Director for materials and items needed

Required Skills

- Critical Thinking- Demonstrate the ability to think clearly and rationally when a situation demands it. Ability to analyze facts objectively
- Problem Solving- Demonstrate abilities to carry out self-directed tasks with limited supervision. Demonstrate abilities to identify and define a problem; determine the cause of the problem; identify, prioritize, and select alternatives for a solution; implement a solution; and evaluate the results
- Fostering Teamwork and Collaboration- Demonstrate abilities to collaborate with team members, Family Tree Leadership, and partnering agencies to help our program goals and outcomes. Demonstrate abilities to listen to ideas and communicate ideas and disagreements timely and constructively
- Flexibility and Adaptability- Comfortable navigating the unknown and able to make decisions with limited information. Can easily transition from one task to the next and work in a fast-paced environment that changes frequently
- Communication- Ability to explain complex and diverse ideas to audiences in written and oral formats. Ability to provide direction, information, or instructions effectively. Demonstrate abilities to report factual interactions
- Professionalism and Work Ethic- Demonstrate abilities to manage their time adequately and be accountable. Demonstrate abilities to focus on client's needs, applying trauma-informed practices, cultural competency, and inclusiveness
- Initiative- Able to work in a self-directed manner while also communicating well within a team; able to perform tasks with strong attention to detail, critical thinking, and excellent organizational skills

Preferred Skills/Competencies

- Relationship Management- possess the skills to build healthy and effective working relationships with Family Tree team members. Skills gained from lived experience and professional experience working with vulnerable populations and marginalized communities.
- Decision Making- skilled in gathering information, evaluating options, and presenting solutions or courses of action.
- Organizational Competency- can prioritize and manage workload, manage their time, and demonstrate strong attention to detail.
- Communication- Ability to explain complex and diverse ideas to audiences in written and oral formats. Ability to provide direction, information, or instructions effectively. Demonstrate abilities to report factual interactions.
- Digital Literacy- Ability to find, evaluate and communicate information by utilizing typing and digital media platforms like Microsoft Suite Programs and search engines.

Preferred Education and Experience

Lived experience and/or professional experience working with vulnerable populations preferred. Education in a human-service related field (social work, psychology, etc.) preferred. English/Spanish bilingual skills preferred but not required (with increased pay differential if fluent).

Job Details

Location: 3301 S. Grant St. Englewood CO 80113

Program: House Of Hope

Full/Part time Status: 3/4 time 30 hours per week

Salary Pay Rate: \$21.46-\$25.75 plus \$1.50 Bilingual differential

The base salary range represents the low and high end of Family Tree's hiring range for this position. Actual salaries will vary depending on factors including but not limited to range of experience, years of experience. The range listed is just one component of Family Tree's total compensation package for employees.

Benefits: Medical, dental, vision, supplemental insurance, retirement plan and retirement plan match, employer paid long-term disability, EAP, wellness program, paid sick and vacation time

Travel Requirements: None

Schedule: Varied schedule working evening and weekends

Working Conditions: This is an in-office position. Must have access to reliable transportation daily. The shelter is staffed at times, operates 24/7, and 365 days a year. This position schedule includes afternoon, evening, and weekend hours. This is a full-time, 40-hour-a-week position. The schedule may vary according to the needs of the program.

Equal Opportunities and Accommodations

Family Tree is committed to building a workplace where inclusion is not only valued, but prioritized. We're proud to
EMPOWERING CHANGE. TRANSFORMING LIVES.

be an equal opportunity employer, seeking to create a welcoming and diverse environment. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, family status, marital status, sexual orientation, national origin, genetics, neuro-diversity, disability, age, or veteran status, or any other non-merit based or legally protected grounds.

Family Tree is committed to providing reasonable accommodations to qualified individuals with disabilities in the employment application process. To request an accommodation, please contact Human Resources at 303-403.5884, or by email at dberridge@thefamilytree.org

Fair Chance Hiring

We value diverse experiences, including those who have had prior contact with the criminal legal system. We are committed to providing individuals with criminal records a fair chance at employment.

For more information about Family Tree and other open positions please go to www.thefamilytree.org/careers.

To apply for this position or other positions please send your resume to hrjobs@thefamilytree.org