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**Neighborhood Resource Specialist/Case Manager**

**Title:** **Neighborhood Resource Specialist**

**Reports to:** Bridge of Hope Lancaster County Director

**Qualifications:**

1. Minimum of Bachelor’s degree in social work or related field with at least 3 years case management experience. Preference given to MSW.
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:

*To engage Christian faith communities in ending family homelessness through*

*neighboring relationships that demonstrate Christ’s love.*

1. Active member of a Christian faith community that confesses Jesus Christ as Lord, with a strong personal faith experience.
2. Strong communication and interpersonal skills.
3. Proficient in computer technology, including Microsoft Office products, Zoom, and able to work with database.
4. Position requires a valid driver’s license and availability of a vehicle.
5. Ideal candidate will be Spanish speaking and/or have demonstrated experience in multi-cultural settings.

**Position Summary:** To provide case management and support services for 10 families 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 the family entry process, assessing all 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 to 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. This position uses the Bridge of Hope Outcomes, Benchmarks and Standards as a guide for implementing this position. Note that several families at any time on the caseload may be served via tele-case-management and live outside the county.

**Hours:** flexible schedule, must be available some weekends and evenings.

**Responsibilities:**

1. **Family Entry**
2. Receive agency, church and self-referrals and conduct “initial inquiries” via phone and maintain records of these inquiries.
3. Participate in interviews with potential families as requested.
4. Along with director, make the final determination of a family’s entrance into the program.
5. **Service Development** 
   1. Conduct extensive and ongoing assessment for each family member using the Family Assessment.
   2. 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).
   3. Complete additional paperwork for the beginning of services.
6. **Housing**
   1. Build landlord partnerships to enhance access to housing for families.
   2. Assist families in exploring a variety of housing options, the housing search, and move in process, including ensuring appropriate furnishings.
   3. Help families access and manage their credit, eviction, and criminal histories.
   4. Create and administer a rental assistance plan with the family to meet their individual needs.
   5. Educate families on basic tenant and landlord rights and responsibilities and assure that each family understands their own lease.
7. **Ongoing Case Management**
8. Encourage and nurture the family in building trusting relationships in their Bridge of Hope Neighborhood of Support.
9. Provide case management for each member of the Neighboring Family as needed and desired.
10. 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 relationships that open doors

1. Promote family resilience and well-being by providing opportunity for specialized screening and linking to community resources as desired by the family.
2. Equip families in the area of money management and provide hands-on assistance with monthly financial planning.
3. Maintain case records and documentation, including in the Bridge of Hope database, for each family unit in the program.
4. Coordinate a graduation celebration for each family completing the program.
5. Participate in regular supervision with director.
6. **Neighboring**
   1. Attend Neighboring Training as requested to meet Neighboring Volunteers.
   2. Facilitate the Neighborhood Launch, a time when the Neighboring Family and Neighboring Volunteers meet each other for the first time.
7. 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.
8. Provide ongoing training to Neighboring Volunteers.
9. Maintain regular communication with the group coordinator for the Neighboring

Volunteers.

1. Develop and maintain relationships with Neighboring Volunteers and respond to individual needs/calls/questions.
2. Meet with Neighborhood members to facilitate resolution of conflicts/challenges as they arise.
3. Attend Neighborhood Gatherings and assist in planning and facilitating as needed/required.
4. Facilitate closure for the Neighborhood when the family graduates or otherwise leaves the program.
5. Maintain case records and documentation, including in Bridge of Hope database, for group of Neighboring Volunteers in the program.

**5. Evaluation Process**

1. 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.
2. 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**

1. Build relationships with other community agencies to enhance the process of both receiving and making family referrals.
2. Participate in regular community service coordination meetings as requested, such as housing coalitions/Continuums of Care.
3. Participate in Bridge of Hope network-wide program calls as well as networking and training opportunities, including attendance at the annual Bridge of Hope conference.

**7. Serve as OneChurch Specialist**, providing leadership and support to OneChurch locations across the Bridge of Hope network (in regions where there is no a Bridge of Hope affiliate but where a church has a family they want to serve).

1. Coordinate all services for OneChurch locations (typically 2-3 churches in other states), including relationship building, leadership support, and data reporting.
2. Work with local OneChurch facilitators to implement Bridge of Hope’s program, from family selection to program completion.
3. Engage and encourage OneChurch sites to renew and serve additional families and/or expand to become a program site or affiliate.
4. Conduct virtual and online neighboring training for OneChurch sites, using the Strangers to Neighbors Training curriculum.
5. Provide virtual case-management for OneChurch sites if requested by the church or work with the local person in the Church’s community who is providing the case-management.

**8. Other responsibilities**,

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

I have read and I understand the responsibilities and requirements of this position for which I have been employed by Bridge of Hope.

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Employee’s Signature Date

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Supervisor’s Signature Date