



Position Title: Workforce Development Coordinator (Case Manager)

Immediate Supervisor Title: Director of Programs and Residential Services

Position Description: Full-time, Non-Exempt (Onsite)

Job Summary

The Workforce Development Coordinator (Case Manager) is responsible for providing comprehensive case management and employment support services to individuals experiencing homelessness residing in Families Moving Forward's shelter. This role focuses on developing and implementing individualized employment plans, connecting FMF guests to job training, placement, and retention opportunities, and addressing barriers to employment. Additionally, WDC is responsible for supporting families during their shelter stay and their transition into permanent housing.

Essential Duties and Responsibilities

Workforce Development Coordination

- Conduct comprehensive assessments of guests' employment readiness, including skills, experience, barriers, and goals.
- Develop and implement individualized employment plans in collaboration with guests, setting clear and achievable objectives.
- Provide intensive case management support, including job search assistance, resume writing, interview preparation, and job placement services.
- Connect guests to appropriate vocational training programs, job readiness workshops, and other employment-related resources.
- Assist guests with overcoming barriers to employment, such as transportation, childcare, and mental health challenges.
- Advocate for guests with employers and other community service providers to ensure access to employment opportunities.
- Support guests' attendance at local job fairs and programs.
- Assist with workforce development workshops.

Case Management Duties

- Maintain a caseload of at least ten households, conducting intakes, exits, and regular meetings.
- Assist guests in establishing and maintaining housing plans.
- Collaborate closely with the Re-housing Coordinator to support household housing plans.

- Actively participate in Family Empowerment Team meetings.
- Maintain accurate and up-to-date guest records and case files.
- Coordinate services and build partnerships with other shelter staff and community organizations to support guest well-being.
- Co-facilitate monthly house meetings.
- Transport guests to appointments, school, community events, etc. as needed.

Administrative Duties

- Complete comprehensive case notes and ensure compliance with the Homeless Management Information System.
- Participate in mandatory trainings (Trauma Informed Care, CPR/First Aid, Mental Health First Aid, Sexual Abuse Training, Racial Equity) and ongoing professional development.
- Contribute to data collection and reporting for performance measurement.
- Actively participate in staff meetings, internal committees, and team-building initiatives.

Qualifications

- Bachelor's degree in social work, human services, or related field preferred.
- Minimum of 2 years of experience in case management or workforce development.
- Valid NC Driver's License.
- Strong understanding of the challenges faced by families and/or individuals experiencing homelessness.
- Excellent interpersonal, communication, and organizational skills.
- Ability to build rapport and establish trust with people from diverse backgrounds.
- Proficiency in computer applications, including case management software.
- Ability to work independently and as part of a team.

Working Conditions

- Work environment is a shelter setting, which may include exposure to contagious illnesses.
- Employees must be able to lift at least 25 lbs. without assistance.
- Flexible work hours may be required, including evenings and weekends.

Schedule

This is a non-exempt, 40 hour per week position. Regular hours may include 9:00 am – 5:00 pm, Monday through Friday. There will be some early mornings, evenings, and weekends to accommodate shelter coverage, workshops, and meetings.

Compensation and Benefits

We offer a competitive salary range of \$38,000 - \$42,000 for this role, commensurate with industry standards for similar positions at non-profit organizations of our size.

As a valued member of our team, you will enjoy a comprehensive benefits package including:

- **Health and Wellness:** Fully paid medical, dental, and vision insurance after a 90-day probationary period.
- **Retirement Savings:** 403(b) retirement plan with a company match of up to 2% after two years of employment, increasing to 5% after five years.
- **Paid Time Off:** Generous paid holidays and flexible Paid Time Off (PTO) to help you maintain a healthy work-life balance.

Families Moving Forward is an Equal Opportunity Employer, all qualified applicants will receive consideration for employment without regard to race, color, religion gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status.

Please send a cover letter and resume to employment@fmfnc.org and include the position title in the subject line.