



## Would you like to join Our Family?

**Job opening posted: 2/8/2019**

Our mission is to eliminate homelessness and strengthen our community.  
Our vision is that our community is a better place to live, to grow up, and to grow older.

Our Family is a \$5 million agency in Tucson, AZ, that employs approximately 60 staff and hundreds of volunteers and interns. We provide shelter and support to homeless children, youth and families. We promote peace and understanding by helping people talk to each other. We help people learn to be better parents, improve their lives and build stronger families.

Our Family supports a healthy work-life balance and is routinely rated by its employees as having an enjoyable, friendly, flexible, and supportive work culture. We value our employees and hope you will consider joining our team! We are recruiting for the open position of:

**Title:** Intake Case Manager  
**Dept/Program:** New Beginnings/Homeless Youth Services  
**Reports to:** Assistant Program Manager, Homeless Youth Services  
**Status:** Full-time, Non-exempt

The primary purpose of this position is to work with assigned individuals, families, or groups to assess their identified needs and provide education, assistance, and advocacy in those areas. The New Beginnings division of Our Family Services provides housing and supportive services to youth, women, and families experiencing homelessness. Homeless Youth Services provides emergency shelter, housing, case management, advocacy, housing, employment/educational assistance, counseling, and life skills to youth aged 12-23 experiencing homelessness or other unsafe living situations.

All agency positions are expected to meet the agency standards for attendance and punctuality, positive interactions with others, effective work habits, knowledge and skills, judgment and ethics. The specific expectations and essential duties of this position include:

- Conducts intake procedures for New Beginnings housing programs
- Works with Coordinated Intake/Assessment Specialist to receive referrals from the Pima County Coordinated Entry System
- Maintains documentation and records related to intake files.
- Effectively links clients with appropriate community resources and advocates for client needs.
- Provides effective crisis management
- Works cooperatively with members of a larger treatment or service coordination team, either internally within the agency or externally in the larger community
- Effectively liaisons with land lords.
- Is available to clients at all hours required by program or contracts
- Provide support to management with grant reporting
- Other duties as assigned

Scheduling flexibility:

Position requires regular weekday afternoon and evening hours, as well as some Saturdays, so that services can be provided at times and locations most convenient to clients. Some flexibility in scheduling is available to meet employee needs, as long as client and program needs are still being adequately addressed.

Qualifications:

- Bachelor's Degree in human service field and 2 years' related experience. Extensive additional related experience may potentially substitute for a portion of the stated education requirement.
- Eligible to receive and maintain state fingerprint clearance
- Minimum 21 years of age
- Strong communication and people skills
- Ability to work with diverse populations
- Ability to maintain appropriate professional boundaries in working with others and in handling confidential information
- Since position requires frequent driving to various job sites to provide services and occasionally transport clients, a valid Arizona driver's license, reliable transportation, current auto insurance, and clean driving record are required
- Must have the physical and sensory capabilities to locate and provide services to clients
- Since position requires assisting clients in furnishing their living quarters, occasional lifting or moving furniture may be requested, but no specific physical capabilities or lifting requirements are required.
- Computer and technological skills necessary to complete program paperwork, keep accurate and timely case records, enter and retrieve client information on a database, use agency email, and locate information on internet.
- Knowledge in Microsoft Office (Word, Outlook, Excel, Power Point, etc.)

Compensation:

Salary for this position starts from a base of \$15.25/hr. Individual salaries are based on the number of years of relevant education and experience a candidate has beyond the minimum required for the position. Additional compensation may also be offered based on relevant licensure or certification. All staff who successfully passes a language test showing substantial bilingual ability in Spanish will receive a differential equivalent to \$.75/hr.

Our Family offers excellent benefits!

- 10 paid holidays a year
- Benefits start the first of the month following hire
- Affordable medical (30+ hour employees) and dental benefits with a choice of plan options
- Employer-paid life insurance (30+ hour employees) with the ability to buy up additional coverage
- Generous paid time off with the ability to use time as it accrues with no waiting period
- A 403(b) retirement plan with an agency match
- Educational reimbursement available
- An investment in staff development, including many quality agency-provided trainings

To apply for this position, or to see a full listing of employment opportunities at Our Family, please go to our website at <https://www.ourfamilyservices.org/about/join-our-team/> You can submit a Word or .pdf application online. You can also drop a completed application off at our offices.

*Our Family Services is an Equal Opportunity Employer. We especially encourage applications from veterans, individuals with disabilities, and alumni from national service programs such as Peace Corps and AmeriCorps, people of color, people of diverse gender identities, women, and people with lived experiences of homelessness.*