



1647 S. Nevada Ave.  
Colorado Springs, CO 80905  
Phone: 719-329-1244  
[www.familypromisecos.org](http://www.familypromisecos.org)  
[office@familypromisecos.org](mailto:office@familypromisecos.org)  
*An Interfaith Hospitality Network*

**Position Title:**           **Family Services Manager – Case Management**  
Part Time – 20-25 hours/week  
Hourly – Non-exempt  
\$18 - \$20 per hour DOE  
Paid Time Off, Sick Time Leave, Flexible Schedule, Professional Development

**Organization Summary:**  
Family Promise of Colorado Springs is dedicated to serving families with children experiencing housing instability and homelessness. The Interfaith Hospitality Network has been Family Promise's core program for the past 25 years. This is a network of 20+ local congregations in the Colorado Springs area, which utilize space in their facilities to provide a temporary shelter for families experiencing homelessness and admitted to our IHN Family Shelter program. This high barrier program, requiring a clean drug screen and background check, is an intensive 90-day program, with weekly individualized case management to address and remove barriers to employment and housing to build towards long term self-sufficiency.

**Position Summary:**  
**Using a strengths-based approach, provide empowerment to families with children experiencing housing instability, allowing them to achieve permanent, stable housing, and reach individual financial goals.**

**Job Duties Include:**

- Maintain daily operations of the shelter, ensuring safety and provision of all necessary items and services to guests, including meal deliveries and supply management.
- Maintain guest information in daily logs and data collection systems (Homeless Management Information System) and proprietary data system), including assisting in grant applications and on-going grant reporting
- Coordinate and collaborate with other service providers to ensure sufficient support for Shelter Program services
- Foster community building through guest activities and skill development workshops (budgeting, financial literacy, stress management, academic supports, technical supports, etc.)
- Hold guests accountable for program compliance
- Provide case management and support aimed at employment readiness, financial accountability, and securing permanent housing
- Ensure safety and well-being of guests, resolve guest conflicts, and ensure adherence to all shelter policies and procedures
- Provide resources from community service providers
- Provide leadership in the event of crisis situations and emergencies
- Maintain accurate family files (both hard and electronic copy)
- Utilize HMIS (Homeless Management Information System) to accurately report family status and outcomes
- Quarterly Program Reports

**Education and Experience Qualifications:**

- **Minimum:** Bachelor's Degree from an accredited college or university; **or** a two-year degree plus two years of experience in the field of shelter services and/or social services; or five years of experience in the field of shelter services and/or social services. (Experience must be documented and verifiable on your resume)
- **Preferred:** BA/BS in Social Work, Human Services, or other closely related field. At least two years of experience in a case management environment. Experience working in direct services related to family services, shelter services, and community resources.

**Other Requirements:**

- Must have positive and energetic personality, and operate with professionalism, authenticity, and integrity.
- Experience providing trauma informed care and understanding of barriers and issues which families and children experiencing housing instability face in El Paso County.
- Experience, competence, and sensitivity to connect effectively and work well with families in crisis.
- Excellent communication skills, including both written and verbal.
- Able to work independently, as well as effectively within a team. Must be able to work well with colleagues, board members, volunteers, and collaborating agencies.
- Detail oriented and able to execute projects in a fast-paced, often pressured environment.
- Strong computer proficiency required, with proficiency in MS Office applications.
- Ability to work cooperatively with Family Promise staff and form strong partnerships with outside agencies.
- Must have ability to pass a criminal background check.
- Willing to comply with the Family Promise confidentiality policy as outlined in employee manual.
- We are a work-place which believes in and promotes health work-life balance.
- Must be comfortable providing services to all families with children, regardless of their personal backgrounds and beliefs, and be comfortable working in collaboration with faith-based organizations.

*For more information on Family Promise and its programs, please visit: [www.familypromisecos.org](http://www.familypromisecos.org)*

**To Apply:**

**Please submit cover letter and resume to:**

Family Promise of Colorado Springs  
1647 S. Nevada Avenue  
Colorado Springs, CO 80905

Email [Andrea@familypromisecos.org](mailto:Andrea@familypromisecos.org) (FSM in subject line) or Fax: (719) 329-1288

This position will be filled as soon as a qualified candidate is identified. Due to limited staffing resources, we are unable to respond to phone inquiries. This job announcement is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position.

*Family Promise of Colorado Springs is an equal opportunity employer, drug -free workplace, and seeks a diverse pool of applicants.*