



SCATTERED SITES

Family Team Manager

(Intensive Case Manager)

About Imagine LA: Imagine LA is a growing nonprofit committed to breaking the cycle of family homelessness and intergenerational poverty. Our innovative [Family Partnership Model \(FPM\)](#) combines Intensive Case Management, [Economic Mobility Programming](#), and [Whole-Family Mentorship](#).

Role Overview: The Family Team Manager (FTM) plays a crucial role in supporting families and facilitating their engagement in the Family Partnership Model. (FPM), focusing on Intensive Case Management Services (ICMS), Whole Family Mentorship, and Economic Mobility. Under the Program Assistant Director's supervision, the FTM manages a caseload of families facing financial hardship and other traumas while transitioning out of homelessness. The FTM responsibility is to equip and empower families while engaging them in the FPM.

Location: 1418 N. Spring Street, Los Angeles, CA 90012.

In the context of Scattered Sites, this role requires a significant amount of travel (approximately 70%), across LA County (SPAs 2, 4, 5, 6, and 8) to provide in person direct support services across various locations where families are situated, with the remaining 30% is spent in the office. Imagine LA provides additional mileage reimbursement as approved by direct supervisor.

Primary Responsibilities

ICMS & Service Coordination (55%):

- Manage a caseload of 15-20 families using the Family Partnership Model for individual case management.
- Provide field-based, high-quality Intensive Case Management Services (ICMS) to Imagine LA Families.
- Utilize a client-centered, "whatever it takes" approach with excellent customer service to effectively support families in overcoming challenges, achieving their goals, and ultimately building brighter futures for themselves and their children.
 - Crisis Support, 5X5s, Housing Acuity, Care Plans, Goal Progression, and Referrals
 - Collaborate with the Family Program Coordinator to engage, assess, and enroll new families
 - Refer and connect families promptly to appropriate public and private resources, such as health insurance, housing, substance abuse treatment, and education including Economic Mobility Program, and Mentorship
 - Provide outreach, housing navigation, and location services as needed

- Mediate and advocate for families to obtain suitable housing, healthcare, jobs, and mental health services
- Provide interagency and intra-agency consultation, communication, and coordination
- Establish a budget with the family and review families' financial needs and assist with Family Emergency and Investment Funds (FEIF) to support housing stability as needed.
 - Encourage families to build savings while utilizing the Match Savings Program to aid in long-term financial stability and independence during their enrollment with Imagine LA.
- Build and support each family's individualized case plan through psychosocial assessments and rapport building.
- Conduct weekly check-ins, monthly goal-setting meetings, home visits, and ongoing assessments for each family (including Quarterly Outcome Measures and Family Needs Assessment).

Mentorship Scope of Work (30%):

- Assess families' interest and readiness for mentorship, providing information to the Mentorship Program Assistant Manager to determine eligibility.
- Establish and maintain consistent communication and coordination with mentors and mentees.
- Collaborate with volunteer mentors and families to establish realistic and achievable goals aligned with the family's aspirations and needs.
 - Lead planning, scheduling, commencing, and post program follow-up with families including monthly check-ins.
- Provide ongoing guidance to volunteer mentors through regular team conference calls and personalized support, coaching them on best practices in mentorship.
- Facilitate mentorship training sessions to onboard new volunteer mentors as scheduled.

Administration, Data Management, & Events (15%):

- Maintain electronic records using Salesforce, CHAMP, and other databases as required.
 - Submit progress notes within a 24-hour timeframe through electronic health record systems (CHAMP).
 - Assess and document changes in family demographics, income, housing, mental health, physical health, and vocational needs.
 - Report program data to collaborating partners.
- Participate in Imagine LA's quarterly Family Fun events (Staff are required to work 2 out of 5 events a year).
- Plan and host community-building events and psycho-educational meetings for families.
- Engage in weekly group supervision session with a clinical supervisor to present case conference, receive guidance, support, and feedback on casework, professional development, and self-care.
- Attend all scheduled team meetings, service coordination meetings, 1:1 supervision, and trainings.
- Perform other duties as assigned.

Qualifications & Skills:

- Extensive passion and experience in social service and nonprofit work, specializing in homelessness and/or at-risk populations, with a focus on Mentorship Engagement Coordination.
- Experience with behavioral health populations, including those with Severe and Persistent Mental Illness (SPMI), substance abuse history, and domestic violence, specifically within low-income and diverse communities impacted by mental illness.
- Authentically build strong working relationships with diverse socio-economic and cultural backgrounds to meet families where they are.
- Facilitate cooperation among individuals and groups through conflict resolution and intervention strategies.
- Reliable, dependable, and consistent in follow-up and communication.
- Understanding of delivering services through a social justice lens, with a willingness to educate others on systemic oppression, implicit bias, racial microaggressions, etc.
- Utilize Microsoft Office tools to organize, prioritize tasks, manage time effectively, and detail work output.
- Adaptive and flexible in changing environments, open to learning, coaching, and receptive to constructive feedback.
- Utilize critical thinking for problem-solving with a focus on field safety, boundaries, and a trauma-informed lens.
- Flexibility with work and schedule, including occasional evening and weekend hours.
- Driving is an essential function of this position. Successful candidate will have valid CA Driver license, proof of state mandated auto insurance, and safe and reliable personal vehicle for use for work purposes.

Ideal Attributes:

- Bachelor's degree in psychology, social work, mental health, or related field.
- Master's in social work or Family Therapy
- Registered as Associate Clinical Social Worker (ACSW) or Marriage and Family Therapist (AMFT) with the CA Board of Behavioral Sciences, or willing to immediately obtain
- Bi-Lingual (Spanish preferred)
- Experience with housing navigation
- Volunteer experience (both being a volunteer and volunteer management and support)
- Management experience ideally in the family and youth social services arena, a large plus
- Experience working with government agencies; especially DCFS, DMH, DHS, LACDA, and LAHSA, are major pluses
- Comfortable with Microsoft suite, CHAMP, Salesforce (or other database) knowledge a plus!
- Patience

Salary and Benefits: This position is full-time, non-Exempt with excellent benefits (including medical, dental, vision, retirement, leave, professional development, and holidays). Salary \$55,000 to \$65,000, depending on skills, abilities, and experience; employment with Imagine LA is contingent on completion of satisfactory background check. Parking is provided.

Supervision for MSW/MFT: This position provides an excellent opportunity to gain hours toward clinical licensure at no additional cost to the employee. Clinical supervision by a Licensed Clinical Social Worker (LCSW) is provided as a benefit and is something we highly value. FTMs will be

provided with 3 hours of clinical supervision per week (aside from minor scheduling changes/conflicts) - 2 hours of group supervision and 1 hour of either individual or triad supervision.

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain nor be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. **Imagine LA is an equal opportunity employer** that actively seeks to create a diverse work culture that reflects the community that we serve and ensures our team continues to do what we do best. Research shows that women and people of color are less likely to apply for a role unless they meet 100% of the qualifications; however, we encourage you to apply even if you do not check all the boxes above, and we look forward to reviewing your application holistically.