

RAPHAEL HOUSE

JOB POSTING

Job Title: Family Wellness Manager

Department: Family Services Department

Reports to: Director of Family Services

Summary:

Since 1971, Raphael House has been at the forefront of providing homeless and low-income families in the San Francisco Bay Area the personalized family-centered solutions they need to build brighter futures. Raphael House is a 100% privately funded and community-supported organization. Our success rate is unmatched: more than 85% of all Raphael House families go on to achieve long-term housing and financial stability.

Raphael House is dedicated to ending homelessness. We tailor services for each family to provide them with the necessary support, education and skills to assist them in obtaining housing, employment and self-sufficiency. Our Bridge Program offers long-term case management, along with a rich variety of workshops and support groups, focused on family stability and with the support and assistance designed to keep families housed.

Through Family Wellness Services, Raphael House helps families start their journey towards healing the wounds inflicted by homelessness and begin strengthening family bonds to help build a brighter, stronger future. The ultimate outcome of this process is strengthened family bonds that will help break the generational cycle of poverty and homelessness.

Under the supervision of the Director of Family Services, the Family Wellness Manager is responsible for working with both the Residential Program staff and Bridge Program staff to develop a comprehensive action plan for each family while providing short-term individual and family counseling, wellness assessments, therapeutic group services, family and children's evening activities, advocacy, and referrals.

Key Responsibilities:

Family Wellness Supports & Supervision

- Be thoroughly knowledgeable of the mission and operating principles of Raphael House.
- Maintain a caseload of residential and bridge families at any given time with the goal of meeting program fiscal year goals. Ensure that each family wellness staff maintains the minimum number of family caseloads, as identified in their job description.
- Supervise family wellness staff, including volunteers and interns, and monitor goals and outcomes to ensure team is on track to meet outlined goals.
- Maintain, track, and report program statistics on a regular basis to Director of Family Services.
- Meet on a weekly/bi-weekly basis with family wellness staff for supervision.

- Supervise distribution of Family Wellness funds; these may include general assistance funds, clothing funds, program activity funds, etc. Review and present a status update on the Family Wellness's budget with Director of Family Services on a monthly basis.
- Ensure that Family Wellness staff within the Residential Shelter Program and Bridge Program are thoroughly trained and adhere to best practices, in addition to following program policies (including following program staff hours, distribution of client forms/reports to appropriate service).
- Ensure that Family Wellness staff maintain quality internship experiences. The Family Wellness Manager will ensure interns receive appropriate training and supportive supervision.
- Ensure all Family Wellness files are accurately completed in ETO, file guidelines are maintained, and data is entered in a timely manner. Meet all data entry deadlines.
- Maintain up to date and orderly client files and ensure that the Family Wellness staff's client files are up-to date as well.
- Ensure that Family Wellness staff proactively communicate with team members and refer clients to both community resources and Raphael House supportive services.
- Oversee and manage the following Family Wellness Supports: Family Wellness Assessments for all residential adult clients, individual meetings with children, teens, and adults; family meetings; therapeutic art activities for children and teens; empowerment groups for parents; support with parenting and building positive behavior plans for children; and early interventions and linkage to support for children ages 0-5.
- Conduct performance evaluations for Family Wellness staff, including interns (upon school's request/requirements of internship), and provide staff education and ongoing trainings.
- Proactively introduce Residential families to our Bridge Program through Family Wellness Services.
- Ensure that Family Wellness staff are actively assessing for safety concerns and safety planning with clients.
- Provide crisis counseling and risk assessment.
- Ensure that the Family Wellness team conduct evening programming activities for parents, teens, and children on a weekly basis.
- Schedule, prepare agenda, and co-lead case consultation meetings.
- Collaborate with the Residential Case Managers during the informational interview process, attend weekly informational interview meetings, and provide additional clinical assessments for applicants to the residential program (as needed). Ensure that such Family Wellness assessments are conducted by the Family Wellness team (including interns) in a timely manner.
- Ensure to create safety plans, when deemed appropriate and needed.
- Conduct additional assessments during a family's stay to determine if specialized mental health services are needed and ensure that appropriate referrals are made; review program expectations and case plan agreements when engagement in Family Wellness Services is part of a family's case plan.
- Work with each family to develop and implement mutually agreed upon techniques to address both concrete and underlying challenges, emotional and behavioral, that may impede family stability.
- Will maintain consistent one-on-one appointments with clients on a weekly basis and as needed to provide support and guidance with identifying mental health needs. The Family Wellness Manager will also be available to staff for consultation as needed.
- Assists the caregiver(s) in maintaining goal-oriented objectives and establishing reasonable expectations toward the family goal of departure from the Residential Program and entrance

into the Bridge Program. Work collaboratively with the program team to assist families in reaching their goal of becoming housed, employed and self-sufficient.

- Reinforces forward thinking, helping clients to establish timelines for departure.
- Regularly evaluate goals, plans and strategies for each family with supervisor and the program team.
- Works collaboratively with the Family Services Manager and case management staff in meeting specific family needs as they pertain to these goals and objectives.
- Provide feedback and clinical impressions to Family Services Manager/Director of Family Services for clients who are applying for monthly extensions.
- Respects that each family works independently, identifying short-term, action oriented, and strength-based objectives with clearly established timelines.
- Acknowledges that challenges will exist and sees those challenges as potential learning opportunities for the caregiver and their family to work through and commits to going above and beyond to help the family overcome said challenges and obstacles.
- Work with caregiver(s) to identify social-emotional and academic needs of their children.
- Proactively refers caregiver(s) to both internal and external supportive services.
- Assist families in accessing services; attend off-site appointments pertaining to the family's well-being and support needed (if applicable), etc. (local travel is required).
- Other duties as assigned.

Program Development and Community Outreach:

- Develop strong collaborative relationships with community service providers and attend networking meetings, agency staff meetings, and other pertinent community meetings. Also, attend community meetings in the absence of Director of Family Services.
- Work with Director of Family Services to develop and implement program initiatives.
- Willingness to participate in public speaking engagements on behalf of Raphael House.
- Work with the Development Team as needed to support in fundraising efforts.

- Collaborate with staff to recruit, train, and coordinate volunteers for evening programming activities, and other events throughout the year.

- Oversee and plan annual events offered through Family Wellness Services (i.e., art show, performances, etc).
- Establish meaningful intern and volunteer opportunities.
- Will be available to provide on-going clinical training opportunities to all program staff and new hires as needed.
- Assist with coordination of community workshops through the Bridge Program.
- Proactively track data not otherwise used in our annual reporting goals as efforts to increase potential funding for Family Wellness Services at Raphael House.
- Other duties as assigned.

General:

- Model appropriate behavior through honesty, maturity and respect.
- Works cooperatively with all other departments.
- Fairly and consistently uphold program policies and procedures.
- Establish and maintain healthy boundaries with families and staff.
- Maintain client confidentiality as per agency and state policies.
- Follow agency and state law procedures, including reporting suspected child/elder abuse.
- Attend staff meetings and staff trainings as scheduled.
- Meet weekly/bi-weekly with the Director of Family Services for supervision.
- Provide weekly client updates to program staff, program managers, and supervisor.
- Maintain case planning, case notes and other pertinent information.
- Uphold the principles and standards of Raphael House.
- Enter, maintain and update statistics in the database.
- Other duties as assigned.

Qualifications and Skills:

- Masters in Social Work, Psychology, or Counseling required, and eligible to register or be registered with the California Board of Behavioral Sciences (BBS).
- Licensed clinician preferred (LCSW, LMFT, etc).
- Bi-Lingual (Spanish) required.
- Minimum three (3) years of experience providing direct mental health services.
- Minimum three (3) years of nonprofit management and supervision experience preferred. Two (2) years of similar non-profit, program management/supervisory experience will be considered.
- Knowledge and application of the DSM-IV-TR and DSM-5.
- Able to work effectively with diverse populations.
- Understanding of the needs of families experiencing homelessness with an emphasis on trauma.
- Prior experience with leading groups and curriculum development.
- Experience working with families experiencing homelessness (preferred).
- Experience working with mental health related issues, substance abuse, domestic violence, Child Protective Service agencies, and crisis intervention and conflict resolution techniques.
- Able to commit to working as part of the team.
- Able to be flexible with working in a shared office space, as office spaces are limited or as needed for on boarding of other staff, interns, and volunteers.
- Ability to work a flexible schedule, which may include weekends.
- Able to attend to on-call inquiries for crisis intervention support for staff.
- Able to be on the -call schedule as assigned by supervisor.
- Able to prioritize and manage time appropriately.
- Excellent interpersonal skills, listening skills, and verbal and written communication skills.
- Computer literate: Word, Excel, ETO software.

Compensation: DOE. Paid vacation, sick time, health, vision and dental benefits.

An Equal Opportunity Employer

Raphael House (RH) provides equal employment opportunities without regard to age, ancestry, color, creed, mental or physical disability, marital status, medical condition, national origin, race, religion, sex, sexual orientation, veteran status, or any other consideration made unlawful by federal, state, or local laws.

