



Cleveland Angels | Family & Youth Case Manager

HOPE. COMMUNITY. EMPOWERMENT. CURIOSITY. TRANSFORMATION.

About Cleveland Angels

Cleveland Angels is a local chapter of National Angels, a network of 21 non-profit chapters in major cities across the US who work to empower families & youth in the child welfare system.

The Cleveland Angels mission is to walk alongside children, youth, and families in the foster care community by offering consistent support through intentional giving, relationship building, and mentorship.

We believe every child & youth in care deserves respect and consistency. We work with NE Ohio child welfare agencies, individual community volunteers, and local businesses & community groups to build a layer of community support for those in the child welfare system. Our two main programs achieve this through relationship-based support, connecting individuals & groups of volunteers with families & youth in care in their communities. Though the initial volunteer commitment is 12 months, these relationships can create meaningful bonds and opportunities for youth that last a lifetime.

We envision a workplace where employees wake up and are excited to go to work each day — a place where every employee feels fulfilled, heard, taken care of, and valued. We put equal consideration into pushing our mission forward and creating a workplace where our employees can thrive. We see our employees as the competitive advantage and we strive to attract, develop, empower and retain the best team members possible.

Case Manager Role - Overview

We are seeking a dependable, compassionate, justice seeker to join our team! The main role of a Case Manager is matching fostering families/youth in foster care with community volunteers in Cleveland Angels' relationship-based programs, "Love Box" (holistic foster family support) and "Dare to Dream"(mentorship for youth in foster care ages 11-22yrs).

Case Managers provide ongoing support for the match through thoughtful & individualized

facilitation of an initial meet-up that establishes baseline needs of the program participants, conducting the training of all volunteers, monitoring the ongoing successes and challenges within matched cases, & providing coaching and resources on a regular basis to empower both the program participant(s) and the volunteers/mentors supporting them. Case Managers engage volunteers and families in regular dialogue about progress and impact of the Cleveland Angels program. This also involves engaging with confidential information responsibly, identifying appropriate resources and trauma-informed training as needed, gathering stories to be used in impact reports and volunteer recruitment, and tracking data points that inform the success of our program models.

Above all, Case Managers serve as a caring guide, resource and touchpoint of support for the families/ youth and volunteers on their caseload.

Important Core Competencies

Passion. You have a deep desire to change the way children, youth, and families experience foster care. You believe in the power of relationships and the importance of community.

Adaptability. You have a start-up, grassroots mentality and are willing to do whatever it takes to achieve the mission of serving every child, youth, and family.

Professionalism. You believe in our motto, #excellenceineverything, and are committed to helping create a culture that is always striving for improvement and demonstrating behaviors that drive effective performance in all areas of the job.

Initiative. You are solution-oriented and a real go-getter. You don't wait for 'someone else' to do it for you. You are an independent, resourceful, critical and creative thinker and continually strive to become the best version of yourself.

Positivity

You lead with hope. This can be a heavy space in many regards, but you bring a positive outlook to each situation. You also bring unconditional positive regard for your co-workers, as well as each volunteer and person in our programs.

Major Duties

Volunteer Recruitment & Onboarding

- Assist with recruiting new volunteer/volunteer groups. Ability to speak about programs during networking and/or presentations for volunteer recruitment.
 - Respond to all volunteer interest from website/direct email within 24 hours during the work week, and interview volunteers to find the best match within the Cleveland Angels organization.
 - Ensure volunteers complete all on-board requirements. Serve as liaison between volunteer, foster family and placement agency.

Facilitate Matching & Ongoing Program Needs

- Gather foster family referrals and/or foster youth information including their background information, needs, and child information to determine the best volunteer match to meet their needs.
- Facilitate needs assessment/initial meet-up between foster family/youth and volunteer/mentor and conduct training for volunteer groups/mentors. These can be held in the evenings or on weekends due to the volunteer/ foster family availability.
- Engage in discussions around sensitive topics including child abuse, neglect, trauma, mental health, poverty, substance abuse, trust-based relational intervention, rehabilitation, social adjustment, therapeutic needs, child demographics, case trajectory, family preservation and child relational concerns. Utilize these discussions to advocate and make decisions for the best interest of the client.
- Maintain case history records and prepare impact reports from testimonies of foster families, youth, and children served through programs.
- Conduct ongoing monitoring of volunteer contact and tracking of relational outcomes for children/youth in the Cleveland Angels program.
- Identify and collaborate with other local partners to provide resources to families and youth referred to Cleveland Angels.

Engage Community Partners

- Build and maintain partnerships with local CPAs (child placement agencies) and other child welfare organizations.
- Attend and serve at events including fundraising, community awareness initiatives, events for families, youth, and children which can sometimes occur over weekends or evenings.
- Supervise and mentor case management intern as needed.

Knowledge, Skills and Abilities Preferred

- A team player who is passionate about empowering their community, and who is eager to contribute with their own particular life experience as a culture-add to our team.
- A qualified candidate will be a highly skilled communicator with strong interpersonal skills

This person will possess knowledge of human behavior and performance, individual differences in ability, personality, and interests; learning and motivation; and psychological needs (or have an enthusiastic willingness to learn).

- A qualified candidate will be a self-starter who can work independently and manage multiple tasks simultaneously.
- Cleveland Angels is not a religious organization and accepts all people as they are. Case Managers should demonstrate a spirit of inclusivity and acceptance of people from all backgrounds and walks of life.

Work Context

- Case Managers will manage 32-35 cases when operating at full capacity. This position

requires a mixture of working in a traditional office setting, remote work, traveling to agency locations, needs assessments, trainings and/or outreach events.

- New hires will complete a training and on-boarding process with the National Angels Chief Program Officer as well as the Cleveland Angels Program Director & Executive Director. (Travel & accommodations provided, see below for dates).
- Case Managers will be required to attend certain events including fundraising, community awareness initiatives, events for families, youth, and children, trainings and needs assessments over weekends or evenings periodically.

Required

- Personal Telephone (and possibly conferencing capabilities)
- Personal Laptop / portable computer/tablet
- Personal car, valid driver license, insurance
- Ability to pass state and Federal background checks

Programs used on the job (training provided)

- G-Suite
- Mailchimp
- Basic Microsoft Office Applications (Word, Excel, PowerPoint)
- Apricot 360 (Data Tracking Software)
- Skype/Zoom

Minimum Qualifications

- Associate Degree and 2+ years of related experience
- Bachelor's Degree and 1 + year of related experience
- Master's Degree and 6+ months of related experience
- A background in social services or related fields is preferred but not required.
- Job Type: Full-time
 - Location: Hybrid Schedule – Your remote workspace, and Cleveland Angels' Office in Pepper Pike, Ohio, United States

Salary and Benefits

- 40 hours / week full time salaried position at \$36,000/ year
- Paid Time Off accrual up to 120 hours per year
- In person training at National Angels headquarters in Austin, TX, travel & accommodations provided (3 days); October 17-20, 2022

To Apply

- Please send a resume and letter of interest to HR@CLEangels.org