



Family Case Manager
Success@Life
Islamic Center of Greater Cincinnati (ICGC)

ICGC Social Services is looking for a **Family Case Manager** for its **Success@Life** program. Reporting to the Social Services Manager, this position will be responsible for providing holistic case management services to families in the Greater Cincinnati area by focusing on household stabilization and self-sufficiency through a combination of strengths based approach, trauma informed care and 2-Gen model. This is a full-time hourly position with a minimum time commitment of 37.5 hrs./wk. The pay range is \$18 to \$22/hr. (Commensurate with experience and credentials). ICGC offers health and retirement benefits in addition to paid time off. Office hours will be Monday through Friday from 8:00 am to 4:00 pm.

Primary Responsibilities

- Conduct family based holistic assessments to fully understand intergenerational trauma & challenges
- Utilize the family's strengths to engage, set goals, make decisions, and achieve desired outcomes
- Remove barriers by identifying immediate needs and connecting clients with available resources
- Deliver parent, child interventions to alleviate intergenerational poverty utilizing the 2-Gen approach
- Help participants make well-informed decisions and establish financial goals through Financial Coaching
- Help families develop life skills around health & wellness, parenting and safety
- Guide and empower families to enhance emotional, financial and social skills
- Work with local resettlement agencies to assist new American families achieve wellness & autonomy, in terms of basic needs, community orientation, life skills, acculturation and social network development

General Responsibilities

- Handle sensitive information in a confidential manner
- Document and maintain client information in assigned database
- Advocate for needed services & entitlements, and provide quality & cost-effective interventions
- Work with the team to cross refer internally and share updates on client issues as needed
- Plan and conduct events and programs as needed in collaboration with volunteers and staff
- Research, identify and develop resources as needed per client & community needs
- Participate in all staff meetings & training, and develop positive team relationships
- Adhere to professional standards as outlined by ICGC protocols, rules & regulations
- Perform a range of associated administrative functions, as needed

Preferred Qualifications

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| Education: | Bachelor's degree Social Work License required |
| Language: | Bilingual Preferred (English & Arabic Fulani French) |
| Experience: | 2 to 3 years of experience as a social worker Experience with Muslim immigrant families a plus |
| Key Skills: | Critical thinking, problem solving, organization, attention to detail, leadership, goal focused, team player, clear spoken and written communication, active listening & social grace. |
| Work Environment: | In-office hours plus local travel to partner organizations |

This position description is not to be construed as an exhaustive statement of accountabilities, duties, responsibilities of requirements. Any individual may be required to perform any other job-related activities or functions requested by his/her manager, subject to reasonable accommodation. ICGC reserves the right to modify this job description to reflect changes in essential job duties made necessary by changing organizational needs, subject to reasonable accommodation.

Interested applicants, please email your most current resume to sjaweed@icgc.us