

Case Manager

[Friendship House, Inc.](#) | New Castle, DE

Case managers work at the Empowerment Program run by Friendship House at the New Castle County Hope Center. The purpose of this program is to assist all Hope Center guests with needed resources to help them find stable living in preparation for finding permanent housing.

Case managers are expected to have a high level of patience, compassion, work ethics, boundaries, and professionalism. Due to the potential intense level of expected output and the vulnerable population served at the Hope Center, these attributes are critical for success.

Case managers are responsible for ensuring every resident at the Hope Center has an exit strategy to either permanent housing or another program to assist the resident on their journey to permanent housing. In collaboration with other on site agencies case managers will assist the guests in over coming any barriers that could prevent them from achieving their goal. This will include creative thinking, flexibility, and problem solving. case managers will report to on site management.

Friendship House case managers use the FH methodology of case management. This is based on a six step empowerment process expecting the case manager to meet the person they are working with where they are on their own personal journey. Therefore, case management is unique to each person.

Time Commitment: Full Time Schedule

Education: High School Diploma Required

Benefits: Group health insurance, short-term & long-term disability insurance, paid leave, 401(K).

Level of Language Proficiency: Must be fluent in English.

Location: ON-SITE 365 Airport Rd, New Castle, DE 19720, USA