

Case Coordinator
Footbridge for Families, Inc.
Pittsburgh, PA

MISSION AND ORGANIZATION

Footbridge provides rapid response funding to families facing a financial crisis via an innovative business model. Footbridge harnesses partnerships with frontline professionals such as child welfare workers, pediatricians and social workers, to identify families with true need.

Our 501c3 serves as an intermediary for organizations such as child welfare agencies, foundations and health care plans that want to address the financial crises of families in order to divert them from more expensive outcomes.

Additionally, our unique crowdfunding approach enables individuals to donate and support neighbors at the time when they need it the most in a way that prioritizes privacy, protects against bias and ensures that funds are available as soon as families need them.

Footbridge was founded in order 1) to protect children by addressing the stress that caregivers face in financial crises; 2) to give families an opportunity to ask for the help they need and avoid more costly interventions; and 3) to give donors a clear, trustworthy means of helping their community members' real needs in real time.

POSITION OVERVIEW

Reporting directly to the Director of Operations, the Case Coordinator is a new position responsible for the direct interaction with families in financial need by consulting with them to understand their needs, initiating and executing the process to address their specific, short-term financial crisis, and making referrals to additional resources as needed. Due to the COVID-19 directives, and until further notice, all interaction with families will be accomplished by working remotely, via phone and computer.

Footbridge for Families, Inc. seeks a self-motivated professional with the excitement for the work at hand as well as respect, empathy and compassion for the communities and individuals served by its mission. The successful candidate will possess the expertise and energy to assist in the institution of the processes necessary to complete the organization's mission. The Case Coordinator is primarily responsible for the following:

- Remotely, via phone, meet with families to understand their needs.
- Work with the Footbridge team to verify that the request is an appropriate fit for our program
- Identify approved third-party vendors, i.e. utility providers, autobody shops, etc. if and when a family does not have a vendor in mind.
- Process the information necessary for payments to be made in a timely manner.
- Make referrals to additional community resources as appropriate.
- Ensure all requested communication about a case is completed.

KNOWLEDGE, SKILLS AND ABILITIES

All candidates should possess a combination of the following attributes:

- Excellent people skills, cultural humility, compassionate and inclusive
- Professional, efficient, exemplary work ethic and detail oriented
- Extremely proficient in Microsoft Office Suite or related software
- Adaptable and results oriented, with the ability to work under tight deadlines
- A self-starter who can work autonomously, remotely and as a collaborative team player
- An existing knowledge of human/social service agencies in Allegheny County is preferred but not mandatory

PERFORMANCE OBJECTIVES

Within one (1) month, the Case Coordinator will be expected to deliver the identified outcomes needed to complete the organization's mission, including:

- Implementation of Case Coordination processes
- Identification and documentation of third-party resources and County social service agencies.

COMPENSATION

Footbridge for Families, Inc. is committed to equitable pay. The position will be non-exempt, hourly pay, with the expectation of adaptable hours to meet the needs of our families at a rate of \$15/hour. Hours are unlikely to exceed 20/week.

HOW TO APPLY

Please send a resume and cover letter to careers@footbridge.org

Footbridge for Families is an equal opportunity employer.