



Case Coordinator
Footbridge for Families, Inc. Pittsburgh, PA

MISSION AND ORGANIZATION

Footbridge for Families provides rapid response funding to families facing financial crises for which there is no other solution.

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 to divert them from more expensive outcomes.

Footbridge was founded in order 1) to protect children by addressing the stress that caregivers experience when facing a seemingly impossible situation 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 responsible for the direct interaction with families in financial need by consulting with them by telephone to understand their needs. Case Coordinators complete payments to resolve the short-term financial crisis and manage the resulting information in our data entry system (Salesforce).

The Case Coordinator is primarily responsible for the following:

- Independently manage the execution of case work to ensure it is completed in a timely manner.
- Engage remotely (phone calls and/or texts) with families to conduct scripted interviews and communicate program updates.
- Perform data entry to document demographics, eligibility criteria, and situational detail.
- Work with the Footbridge team to verify that the request is an appropriate fit for our program and expedite resulting payment to third parties.
- Make referrals to additional community resources as appropriate.

KNOWLEDGE, SKILLS, AND ABILITIES

All candidates should possess a combination of the following attributes:

- Independent self-starter who can work remotely and meet turnaround time goals
- Excellent telephone and interpersonal skills, specifically humility and compassion
- Detail oriented to ensure data is accurately reported and processed efficiently
- **Required:** Basic computer skills (experience with Salesforce or other data entry system preferred)
- **Preferred, not required:** Experience in social services, specifically within Allegheny County

PERFORMANCE OBJECTIVES

Within one (1) month, the Case Coordinator will be expected to complete execution of case work with minimal direct oversight, including respectful communication with families and documentation of resulting information in our data management system, while meeting organizational turnaround time goals.

COMPENSATION AND BENEFITS

Footbridge for Families, Inc. is committed to equitable pay. The position is an independent contractor with the following benefits:

- Position is remote for the foreseeable future
- Positive virtual team environment with reflective consultation available on-call
- Professional development opportunities
- Flexible work schedule
- Adaptable workload, part-time and unlikely to exceed 20 hours/week
- Compensation is \$40/completed case
- Hourly pay of \$15/hour for any additional pre-approved work or meetings

HOW TO APPLY

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

Footbridge for Families is an equal opportunity employer. We do not discriminate based on race, color, religion, sex, national origin, age, marital status, veteran status, disability, or any other legally protected status.

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