



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.

Footbridge for Families is an equal opportunity employer that values diversity in backgrounds and professional experience. Frequently cited statistics show that underrepresented groups apply to jobs only if they meet 100% of the qualifications. Footbridge encourages you to break that statistic and apply. No one ever meets 100% of the qualifications. We look forward to reviewing your application.

All essential duties are to be accomplished based on the ADA guidelines. ADA states that the duties are to be successfully completed with or without reasonable accommodations.

POSITION OVERVIEW

Reporting directly to the Case Administrator, 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:** Knowledge of social service programming within Allegheny County and/or Community Health Worker (CHW) certification

COMPENSATION AND BENEFITS

Footbridge for Families, Inc. is committed to equitable pay. We are hiring for part-time positions with the following benefits:

- Position is remote, work from home
- Positive virtual team environment with reflective consultation available on-call
- Professional development opportunities
- Adaptable workload
- Part-time compensation is \$27.50/completed case and hourly pay of \$16.50/hour for any additional pre-approved work or meetings

HOW TO APPLY

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