



Family Support Case Worker Job Description (Part-Time)

Mission: Restoring Dignity is a grassroots organization that advocates for housing equity for Omaha's refugee communities through education, partnership, and empowerment. We teach life-changing, one-of-a-kind in-home classes that help families thrive in their new homes and new country. In addition, we provide housing advocacy and emergency crisis support to those who have fled war, violence, and persecution in their home countries.

Hours: Part-Time, approximately 20 hours per week

Schedule Expectations:

Flexible schedule with a combination of office, remote, and community-based work. Because this position works directly with families, some flexibility during normal business hours is necessary. Occasional local travel may be required to meet with families, deliver assistance, or complete other program-related tasks.

Compensation- Part-Time (20 hours per week)

- \$25/hour, paid biweekly
- \$25/month phone reimbursement
- Mileage reimbursements as necessary
- 12 major holidays paid: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Juneteenth, Independence Day (4th of July), Labor Day, Indigenous Peoples Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve and Christmas Day (or can substitute two paid days off for a religious holiday(s) of your choosing).
- Vacation pay: 10 days paid vacation time after 90 days of employment (accrues per pay period)

- Will increase by 1 day each year up to a maximum of 15 days PTO
- Sick leave: Approximately 8 days per year (accrues and accumulates per the Nebraska Healthy Families and Workplaces Act)
- Mental health: 2 days per year (accrues and accumulates)

Job Description

Restoring Dignity is seeking a compassionate, organized Part-Time Family Support Case Worker to assist our Feed A Family and Housing Advocate with a growing caseload of refugee families experiencing food insecurity, housing issues, and other challenges affecting household stability.

This position will work directly with families to understand their needs, provide follow-up, connect them with appropriate resources, and make sure cases do not fall through the cracks. Many of the families we serve speak limited English, so the Family Support Case Worker will regularly work with interpreters and Restoring Dignity's multilingual staff.

The Family Support Case Worker will work closely with the Feed A Family and Housing Advocate, who will provide guidance and take the lead on complex housing advocacy and crisis situations.

This might be the right job for you if...

- You genuinely enjoy solving problems for people. When someone tells you, "I don't know what to do," your instinct is to start figuring out what options exist and what needs to happen next.
- You like putting together the pieces of a complicated situation. You don't necessarily need to know the answer immediately. You enjoy researching, asking questions, making phone calls, and figuring it out.
- You are persistent. If an agency doesn't call you back, a landlord doesn't respond, or the first solution doesn't work, you don't immediately give up. You figure out the next step.

- You enjoy helping people navigate confusing systems. Applications, eligibility rules, community resources, landlords, food pantries, government programs, and nonprofit services don't intimidate you.
- You like talking with people and hearing their stories. You are comfortable listening carefully, asking questions, and figuring out what someone actually needs rather than assuming you already know.
- You can care deeply about someone without taking over their life. You want to help people make their own decisions and become more capable of navigating systems themselves.
- You get satisfaction from follow-through. You like the feeling of looking at an unresolved problem and eventually being able to say, "Okay this is taken care of."
- You can keep track of a lot of moving pieces. One family may need a landlord called, another needs a food referral, another needs paperwork submitted, and another needs you to check back on Friday. Keeping those balls in the air feels manageable rather than miserable.
- You don't mind documentation. Helping families is the heart of the job, but documenting calls, updating Monday.com, recording referrals, and keeping accurate notes are part of helping families well.
- You can stay calm when someone else is overwhelmed. Families may contact us when they are scared, frustrated, confused, or facing an urgent problem. You can listen compassionately while still thinking clearly about what needs to happen next.
- You are comfortable saying, "I don't know, but I'll find out." Good case management isn't knowing every resource or having every answer. It's knowing how to find answers and actually following through.
- You enjoy building relationships across a community. Over time, you like becoming the person who knows, "I know who we should call about this."

Key Responsibilities

Case Management & Family Support

Receive assigned cases from the Feed A Family and Housing Advocate and communicate directly with families by phone, text, email, or in person. Listen to families' concerns, identify immediate needs, determine appropriate next steps, and follow up until the issue is resolved or successfully referred elsewhere.

Maintain regular contact with families who have ongoing needs and help families navigate community resources and systems that may be unfamiliar or difficult to access.

Work with interpreters when families do not speak English.

Feed A Family Support

Assist families experiencing food insecurity with Feed A Family services and related resources. Follow up with families regarding food needs, grocery assistance, food pantry access, and other available support.

Help coordinate food assistance when needed, including communicating with families about deliveries, pantry resources, grocery assistance, or changes in services.

Occasionally may need to deliver grocery gift cards and/or food pantry deliveries to family homes.

Identify families whose circumstances have changed and communicate those changes to the Feed A Family and Housing Advocate.

Housing Support

Assist with routine housing cases under the direction of the Feed A Family and Housing Advocate.

Communicate with families about maintenance concerns, landlord communication, move-out issues, housing resources, and other rental-related problems. Contact landlords or property managers when appropriate and assist with follow-up.

Identify urgent or complicated housing situations, including eviction, loss of utilities, unsafe housing conditions, potential legal issues, or homelessness, and quickly escalate those cases to the Feed A Family and Housing Advocate.

The Family Support Case Worker is not expected to independently handle complex legal or housing advocacy cases without guidance.

Referrals & Resource Navigation

Connect families with partner organizations and community resources for needs Restoring Dignity does not directly provide, including rental and utility assistance, legal services, employment assistance, healthcare resources, food assistance, and other stabilization services.

When appropriate, contact partner agencies on behalf of families and help families understand what documentation or next steps are required.

Follow up on referrals rather than simply giving families a phone number and assuming the issue has been resolved.

Documentation & Follow-Up

Document all significant family contacts, referrals, services, and case updates in Monday.com.

Maintain accurate and timely case notes so other Restoring Dignity staff can understand what has happened with a family's case and what still needs to be completed.

Maintain a task list and consistently follow up on unresolved cases.

Immediately communicate urgent concerns or significant changes in a family's situation to the Feed A Family and Housing Advocate.

Qualifications

Required:

- Must be 18 years or older.
- Excellent verbal and written communication skills in English.
- Additional language fluency beyond English is appreciated
- Kind, compassionate, and respectful when working with families.
- Reliable, punctual, and able to consistently follow through.
- Strong organizational and problem-solving skills.
- Comfortable communicating by phone, text, and email.
- Comfortable learning and using Monday.com and other computer applications.
- Able to work independently while also knowing when to ask for help.
- Able to manage multiple families and deadlines at the same time.
- Willing and able to work effectively with interpreters.
- Ability to maintain strict client confidentiality.
- Professional communication with clients, landlords, partner organizations, volunteers, and coworkers.
- Ability to maintain appropriate professional boundaries while working with families experiencing significant hardship.

Preferred, but not required:

- Previous experience in case management, social services, refugee resettlement, housing, food assistance, or community-based nonprofit work.
- Experience working with refugee or immigrant communities.
- Knowledge of Omaha-area social services and community resources.
- Proficiency in a language commonly spoken by Restoring Dignity families.
- Experience using Monday.com, Google Workspace, or similar case-management systems.

Non-Discrimination Policy:

Restoring Dignity does not and shall not discriminate on the basis of race, color, religion (creed), sex, age, gender, gender identity, age, national origin (ancestry), disability, marital status, sexual orientation, medical condition, political affiliation, personal

appearance, family responsibilities, matriculation or military status, or any other characteristic protected under federal, state, or local law. These activities include, but are not limited to, hiring and firing staff, selecting volunteers and vendors, and providing services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, and clients.

Restoring Dignity is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the basis of race, color, gender, national origin, age, religion, creed, disability, veteran status, sexual orientation, gender identity or gender expression.