

The Women's Home Job Description

Title of Position: Bi-Lingual Case Manager
Reports to: Director of Program Operations
Position: Full-Time Exempt
Job Location: Mabee WholeLife® Service Center- Spring Branch
Salary: \$45k-\$55k

Position Summary: Based on the WholeLife® principles, this position will develop opportunities and services as well as provide case management for clients at the WholeLife® Service Center to help them access services, maintain housing and income as well as to help them with personal development.

Summary of Duties:

1. Conduct intakes, other designated assessments and treatment/service plans for all individuals seeking services through the WholeLife® Service Center
2. Maintains a caseload to provide comprehensive case management services.
3. Identify community resources in the WLSC collaborative and the Spring Branch community that can benefit all clients.
4. Work collaboratively with a multidisciplinary team that includes community partners.
5. Participate in team meetings and case consultations at scheduled
6. Develop and maintain positive relationships with community stakeholders in Spring Branch and with volunteers.
7. Survey clients to identify programs and services that are needed and wanted.
8. Transport clients to appointments per transportation request guidelines.
9. Interface with caseworkers in outside agencies, family members, and other professionals both verbally and in writing as needed.
10. Provide individual case management services and facilitate a groups as needed.
11. Provide individualized resources & referrals for mental health and medical needs
12. Maintain updated record of activities and case notes in clients' files and track progress over time.
13. Ensures tenant files are locked and secured and confidentiality is maintained.
14. Complete Discharge Summary when clients leave/ complete programming.
15. Compile interesting/relevant information for monthly newsletter.
16. Track and submit final reports on outcomes measures monthly in agency reports.
17. Ensure HMIS information for chronically homeless individuals is entered in the database in a timely manner.
18. Document incidents and provide risk assessments and crisis intervention for the safety and well-being of all clients.
19. Participate in community outreach and meetings as assigned by supervisor

Other Responsibilities

1. Attend a monthly all staff meeting and other relevant team meetings
2. Other duties assigned as needed for optimal tenant care.

II. Qualifications:

- A. B.A. degree in psychology, social work, or related field

- B. Minimum two years experience providing case management services to clients who are homeless because of substance abuse and mental illness.
- C. Prefer experience working with community collaborations
- D. Valid Texas driver's license.
- E. Knowledge of community resources in the Houston area
- F. Able to work a flexible schedule including some evening and weekend hours
- G. Flexibility and adaptability as the position grows and changes
- H. Ability and willingness to drive agency van as needed.