**Job Title**
Bilingual (English/Spanish) Case Manager: UAC Home Study and Post Release Services

**Employer/ Agency**
YMCA International Services

**Job Description**

**Duties /Responsibilities**
Case Manager’s primary responsibilities include:

- Providing culturally and linguistically appropriate post placement services and comprehensive case management for UAC;
- Conducting calls, interviews, home visits and accompaniment to community resources (as needed to assist with access) with UAC;
- Assessment of potential placements for UAC, including background interviews and home study investigations;
- Maintaining a caseload of approximately 40 cases at all times (depending on the MOU agreement and funder’s expectations);
- Providing services to local (within 75 miles of the office) and travel clients; based on referrals assigned by the funder;
- Completing and documenting all mandated child abuse and neglect reports;
- Assisting with training and shadowing of new staff;
- Completing quarterly statistics and statistic narratives as well as annual reporting;
- Developing individual case plans with particular attention to culture, language, and special circumstances;
- Maintaining case files;
- Providing information, education, referrals, outreach, advocacy, and support to ensure that each child receives the services they require;
- Assessing the safety and appropriateness of the placement on an ongoing basis using child welfare principles and social work best practices;
- Building a network of local pro bono legal resources/services and care providers to establish services for UAC, facilitating access/removing barriers to those services, and track individual progress via an online database;
- Submitting written reports as required and documenting all client contact (and pertinent collateral contacts) in the database;
- Coordinating/maintaining communication with key stakeholders; and
- Participating in regular training and communication sessions with on-site and case work supervisor and headquarters staff;
- Perform all other duties as needed and/or as directed by supervisor including airport pickup of newly arrived refugees.

**Qualifications**

**Requirements**
- Fluency in Spanish required (a language proficiency exam is required); proficiency in additional languages a plus;
- Bachelor’s degree (BA or BSW);
- Master’s degree (MA or MSW) preferred;
- A minimum of two years’ experience in case management, preferably
working with, serving, and advocating on behalf of immigrant and refugee children;
- Experience in child welfare, child placements, and family preservation;
- Prior experience with social service provision;
- Must possess an extensive knowledge of immigrant community local resources;
- Excellent organizational, verbal, written, and interpersonal communication skills;
- Ability to prioritize duties in a fast-paced environment;
- Must have a valid driver’s license, insurance, a clean driving record, and personal transportation. Position requires frequent local and long distance travel;
- Must be able to travel with limited notice;
- Candidate must have dedication to the human rights of refugees, immigrants, asylum seekers and displaced people.

**Salary/Hours**

$47,985 annually—Exempt position
Office Hours: Monday – Friday; 8:30 a.m. to 5:00 p.m. Occasional evening hours as required.

The YMCA of Greater Houston has outstanding benefits including medical, dental, and vision insurance, long term disability, life insurance, paid holidays, and 12% retirement paid by our Association upon meeting eligibility requirements.

**Employer/Agency**

YMCA International Services

**Address**

6300 Westpark Dr. Suite 600

**City, State, Zip**

Houston, TX 77057

**Application Method**

Please apply online at https://www.ymcahouston.org/job-opportunities/

**Opening Date**

Immediately

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