

Job Title	Case Manager
Employer/ Agency	Memorial Assistance Ministries (MAM)
Job Description	<p>Job Summary: The Case Manager is thoroughly knowledgeable of MAM’s Mission, Philosophy of Services and Theory of Change, is personally committed to each element, and demonstrates this in interactions with the people we serve, staff, volunteers, and community partners. The Case Manager effectively engages with a wide diversity of clients whose presenting circumstances are often complex. The Case Manager serves as coach and facilitator assessing each client for strengths, resources and needs to address their situation by collaborating with each client to develop a customized service plan. MAM’s person-centered approach and our focus is entirely on the needs of the client. The Case Manager builds relationships with clients, conducts intake, assesses, and, with the client, participates in planning activities. The Case Manager collects and enters data into a centralized database, attends community health, educational fairs, special and resource sharing events. He or she also works collaboratively across programs within MAM to ensure that clients access the services and supports they need to meet their goals. He/she reports to the Vice President of Family Assistance and works in partnership with other staff and volunteers of MAM as well as external partners to ensure client success.</p> <p>Responsibilities</p> <ul style="list-style-type: none"> • Engages clients, screens to ensure MAM’s scope of services can meet each client’s needs; thoroughly assesses for strengths, resources, and needs; enrolls, develops service plans including goals before providing any form of financial assistance. • Coaches, supports and facilitates the client experience as their situation stabilizes. • Supports clients throughout their service plan by following up on progress toward goal achievement. • Routinely coordinates and facilitates the client service process with other programs and services available at MAM including Employment Services, Financial Education, English as a Second Language, Citizenship Preparation, Client Navigation/Advocacy, Immigration Legal Services, Mental Health Counseling, disaster recovery services, public benefits enrollment and a variety of services available through visiting community partners. • Works collaboratively with MAM’s on-site Workforce Development Specialist at Acres Homes; making and accepting referrals; co-leading client orientation, etc. • Routinely engages with external partners to determine roles of each, and to ensure that client needs are met, including but not limited to, housing, nutrition, childcare, health/medical, transportation, a variety of social services, and others. • Collects all required client information and ensures that all data is correctly and promptly entered into the required data system(s) such as HMIS and ETO (and others as required). • Ensures that all confidential information collected, entered or handled is protected from breach of confidentiality. • Exercises good judgement when working with clients and making

	<p>decisions that affect client service, including decisions to provide or deny service (all decisions are made based on documented needs of client obtained through the assessment process.)</p> <ul style="list-style-type: none"> • Works collaboratively with all programs of MAM, referring clients to meet their needs, following up to ensure services are provided and that clients follow through, coordinating with other program staff to reengage clients as needed. • Administers assistance budget to families/clients and follows up with families receiving assistance.
Qualifications	<ul style="list-style-type: none"> • Bachelor's degree in Social Work (preferred) or related field (i.e., Sociology, Psychology) • English fluency (read, write, and speak) • Spanish fluency (read, write, and speak), preferred • 3 years' experience with families who are at risk • Commitment to MAM's Mission, Philosophy of Services and Theory of Change. • Demonstrated ability to work with people from all walks of life and treat them with dignity, respect and fairness / the ability to separate personal values and beliefs from those of the people we serve • Demonstrates a very high level of emotional intelligence and ability to adjust their own approach in order to accommodate the needs of others.
Salary/Hours	Depends on experience
Employer/Agency	MAM
Address	1625 Blalock Rd.
City, State, Zip	Houston, TX 77080
Contact Person	Cathy Lyons
Contact Title	HR Generalist/EA
Telephone Number	713-468-4516 X 128
Fax Number	713-468-4702
Email Address	clyons@mamhouston.org
Application Method	https://www.mamhouston.org/casemanagerblalock
Opening Date	08/01/2019

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