

Date Posted: 3/1/11

**University of Houston  
Graduate College of Social Work**

**JOB OPPORTUNITY POSTING**

**Job Title:** DIRECTOR OF SOCIAL SERVICES

**Employer/ Agency:** Healthcare for the Homeless - Houston

**Job Description:** Responsible for facilitating HHH clients moving toward self-sufficiency by providing them with crisis assistance, assistance in accessing available resources, development of care plans with client, information and referral, and advocacy. Works closely with HHH clinicians and other staff to help clients access a continuum of care that addresses their health care needs and other critical resources such as long-term care, employment opportunities, job training, entitlement benefits and permanent housing. Acts as liaison to other healthcare and social service providers in Harris County. The individual supervises the case management and counseling staff and is accountable to the Medical Director for clinical matters and the Executive Director for administrative matters.

**DUTIES AND RESPONSIBILITIES**

- Carries out the mission of HHH and ensures the quality of services through interaction with clients
- Provides support services to clients with physical health, mental health and/or substance abuse diagnoses
- Performs assessments of client needs and, with client, develops a negotiated care plan
- Evaluates and/or revises care plan as indicated with appropriate documentation in progress notes and communicates this to relevant multi-disciplinary team members
- Builds and maintains a therapeutic relationship with clients through engagement and negotiated goal setting
- Maintains client case files; maintains all required reports and statistics on each client served to ensure coordinated client services and to document program effectiveness
- Maintains organization and client/patient confidentiality
- Supervises and evaluates on at least an annual basis all case management, therapy and counseling employees
- Recruits, hires, and supervises Case Workers serving on the Project Access transportation project; approves time sheets of Case Workers along with the preparation of related check requests and payroll
- Recruits all applicable case manager positions, with assistance from Baylor College of Medicine, Department of Human Resources
- Approves and submits time-off request forms for all supervised staff
- Provides orientation, training and development for all new case management staff
- Maintains attendance records and scheduling for case management staff; approves and submits bi-weekly timesheets; approves Saturday clinic coverage
- Assesses on a periodic basis the adequacy of the number and type of case management staff
- Actively participates as a member of the HHH Senior Management Team
- Meets with supervised staff bi-weekly to discuss and resolve occurring issues as well as develop and implement ongoing policies and procedures to determine effectiveness and efficiency

- Trains clinic volunteers in social service resources and capacity
  - Maintains knowledge of organizational policies; updates case management policies as needed
  - Advocates with community service providers to facilitate access of clients to needed services
  - Develops referral system with area indigent care system; acts as liaison for client care referrals
  - Performs other duties as deemed necessary by supervisors
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- **Qualifications:** Undergraduate degree in a related field; Masters degree preferred
  - Five years related experience in working with homeless and/or medically underserved populations
  - Three years supervisory experience
  - Ability to use Microsoft Office and Excel, spreadsheets, and computer data-base systems
  - Understands how to work within a multi-disciplinary team environment
  - Demonstrates strong interpersonal and negotiating skills
  - Demonstrates strong analytical skills; strong verbal and written skills
  - Manages time effectively, handles multiple assignments simultaneously, and prioritizes projects
  - Demonstrates professionalism in appearance and actions
  - Supports the agency Mission and Standards of Excellence
  - Assumes responsibility for own actions, behavior, quality of work, and productivity
  - Demonstrates professionalism in appearance and actions

**Employer/ Agency:** Healthcare for the Homeless - Houston

**Address:** P.O. Box 66690

**City, State, Zip:** Houston, TX 77266

**Contact Person:** Susan Crawford

**Contact Title:** Administrative Coordinator

**Email Address:** [Susan.Crawford@bcm.edu](mailto:Susan.Crawford@bcm.edu)

**Application Method:** send resumes to Susan Crawford, Administrative Coordinator at [Susan.Crawford@bcm.edu](mailto:Susan.Crawford@bcm.edu)

**Opening Date:** immediately

***If your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at [mswjobs@sw.uh.edu](mailto:mswjobs@sw.uh.edu) with the hiring details of your new job opportunity. Thank you***