

Date Posted: 03/29/2011

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

JOB OPPORTUNITY POSTING

Job Title: Bilingual Social Services Team Lead

Employer/Agency: Houston Food Bank

Job Description: The Houston Food Bank Social Service Outreach Program (SSOP) assists clients with applying for state public benefit programs such as SNAP-food stamps, Medicaid, CHIP, TANF and others. Field workers travel to social service agencies in 12 counties and provide outreach, education, application assistance and interview clients for state public benefit programs. The Social Services Team Lead at our Portwall facility provides mentoring and coaching to coordinators and specialists and call center operators at a non-supervisory level. The Social Services Team Lead will help facilitate information from the supervisor to the team leads assigned staff so that the supervisor is actively aware of what is going on within the department at all times and the operation runs smoothly. The Team Lead will also assist the team with providing application assistance and interviewing clients for state benefit programs should team members require help. Additionally, the team lead will monitor inbound and outbound calls in the call center for quality assurance and customer service. The team lead will also manage hourly schedules to ensure adequate coverage in the call center 6 days a week.

Qualifications: **Experience:** Bi-lingual English/Spanish required. 1-5 years of call center experience preferred. 1-5 years experience providing case work or case management services to clients in the Houston Area. Experience in determining eligibility for city, county or state benefits programs preferred. Knowledge of HIPAA laws and compliance. Experience in a social service agency preferred. 1-3 years of supervisory experience

preferred. Proficiency using Microsoft Office Programs, such as Word, Excel, PowerPoint, Outlook a must. Ability to understand and follow directions and complete complex state benefits applications. Must be able to perform basic mathematical functions such as add and multiply. Must possess excellent written and verbal communication, presentation and customer service skills. Must be technologically proficient in using a computer, laptop, scanner and telephone systems.

Education:

BA in Social Work, Sociology, Psychology, Public Health, Anthropology, Business, Marketing, Communications or closely related degree.

Salary/Hours: Full Time

Employer/Agency: Houston Food Bank
Address: 2445 North Freeway
City, State, Zip: Houston, TX 77009

Contact Person: Shannon Terry, MSW
Contact Title: Social Service Outreach Program Supervisor

Application Method: Please email Cover letter and Resume to:
sterry@houstonfoodbank.org

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 with the hiring details of your new job opportunity.
Thank you***