

Date Posted: 04/13/2011

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

JOB OPPORTUNITY POSTING

Job Title: Case Manager

Employer/Agency: The BEACON

Job Description:

Overview:

- The Case Manager is responsible for client assessment, goal planning and review and case management for homeless individuals seeking services at THE BEACON. Key elements of this position will be linkage, referral, crisis management and follow-up.
- The Case Manager will assist clients with goal planning and achievement (as appropriate), provide emotional support, assist in connecting clients with available community resources and develop and maintain interagency relationships.
- The Case Manager will maintain a set caseload, maintain complete and accurate documentation of client contacts, and provide monthly statistical information to the Program Manager.

Responsibilities:

- Identify and engage potential clients, leading to the provision of direct case management services
- Provide information and referral to appropriate services and provide assistance and advocacy appropriate to a client's level of need in obtaining such services.
- Work with all relevant collaborative partners to address clients' medical and emotional needs and to ensure safe environment
- Maintain case load to include documentation of all services provided and accurate, current case notes and any other requested data in the appropriate format.
- Conduct client assessments for the purpose of developing a plan moving toward self-sufficiency, including assessment of clients' need for

community based support, identifying barriers to individual clients' positive development.

- Provide crisis intervention as appropriate
- Establish relationship with BEACON clients and institute appropriate and individualized case management activities, including referrals to other Beacon programs and other available resources as appropriate.
- Work with Beacon staff and collaborators to identify and follow up with clients who have accessed services.
- Submit monthly statistical information and program reports to the Executive Director.
- Set up and oversee a client advisory group for BEACON clients to encourage client evaluation of services, identification of unmet needs, and development of leadership skills
- Foster active collaborative relationships with interdisciplinary partners.
- Maintain licensure and other credentials, including through attendance at relevant continuing education programs.
- Other duties as assigned.

Qualifications:

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- Minimum of two years successful, hands-on experience working with persons in an urban setting who are homeless and/or materially poor.
- Willing and able to work in a high-energy environment, to be organized, and to prioritize the needs of participants and workload.
- Knowledge of and respect for confidentiality
- Commitment to human dignity and respect for all.
- Demonstrated dependability, maturity, and initiative.
- Ability to relate in a respectful, comfortable, non-judgmental manner with persons from all ethnic, socio-economic, and religious backgrounds.
- Flexibility to deal effectively with a variety of people, situations, problems and changes.
- Desire and ability to work as a member of a team
- Prior experience dealing with street and/or homeless outreach preferred.
- Master's degree in social work or other related field
- Master Social Worker (MSW) or experiential equivalent preferred, professional license a plus.

Skills:

- Management and administration, including program planning, coordination, interpretation, consultation, staff supervision, negotiation, problem solving and monitoring;
- Ability to handle crisis situations with a minimum of supervision.
- Excellent interpersonal skills.
- Ability to set and observe appropriate personal limits and boundaries,
- Ability to accept supervision and work with Beacon staff and community social service providers cooperatively.
- Ability to work alone and as part of a team.
- Must be computer literate in Word and Excel.
- Ability to gather information and assess client situation rapidly and accurately.
- Excellent oral and written communication skills.
- Ability to write clear, accurate log notes, and complete other paperwork thoroughly and accurately.

Salary/Hours: Contract, 40 hours a week, to include Friday, Saturdays, Sundays and Mondays from 8 a.m. to 5 p.m. Competitive rate based upon depending on experience and licensing level.

Employer/Agency: The BEACON
Address: 1212 Prairie Street
City, State, Zip: Houston, TX 77002

Contact Person: Reginald McNeill
Contact Title: Program Manager

Phone: 832-459-4656
Fax: 713-236-8221
Email: mcneill@christchurchcathedral.org

Application Method: Apply via email at address listed above

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