

Job Title	Bilingual Case Manager 1
Employer/ Agency	Memorial Assistance Ministries
Job Description	<p>Title: Bilingual Case Manager 1 Department: Family Assistance Programs Reports to: Director of Family Assistance Program Employment Status: Part time 28 hours per week</p> <p>Department Description: The Assistance Programs help families in financial crises avoid eviction and homelessness and provides help for families to obtain their basic needs. MAM rent and utility payments keep families in their homes. MAM medical/health programs pays for an urgent physician or dentist visit and/or prescriptions. Qualifying families are outfitted for clothes in the MAM Resale Store. Transport, assist, and help clients get to job interviews, first day on the jobs and get to the doctor. Assistance is provided for public benefit applications and a variety of free services are offered to assist clients that have limited ability to seek help elsewhere.</p> <p>Job Summary: The Case Manager serves as a case manager for clients whose situations are complicated and require help to become self-sufficient. He/she will assess client eligibility, develop self-sufficiency plans, coordinate public and private benefits, find resources and connect clients with services. The Case Manager will establish a client relationship that will serve to motivate and engage the client in his or her own program outcome. He/she reports to the Director of family assistance and collaborates with other management staff to assure the success of MAM clients and activities.</p> <p>Responsibilities</p> <ul style="list-style-type: none"> • Recruit, screen, enroll and work with clients who qualify for support as they learn to stabilize their housing, and assure client can meet household basic needs at the completion of the program • Coordinates the case management with other resources available to clients at MAM including Employment Services, financial literacy, public benefits enrollment • Assures that all client information and services are documented in the client file and all data is correctly and promptly entered into HMIS and ETO databases • Administers an assistance budget of approximately \$2,500 per family • Works closely with Employment Services and Financial Literacy staff to develop a case management program that integrates all three services serving unemployed or underemployed clients who are enrolled in Employment Services <p>Duties</p> <ul style="list-style-type: none"> • Provides information on the various programs to families. • Conducts telephone and face-to-face client intake interviews to determine client eligibility for services and program enrollment. • Determines the amount of assistance and length of time assistance is to

	<p>be provided.</p> <ul style="list-style-type: none"> • Case management of client cases as identified, including development of the self-sufficiency plan with short and long term goals and re-access goals and conditions that must be met in order to continue to qualify for assistance. • Coordinates client referrals to all resources provided by MAM. • Develops policies and procedures for case management for clients enrolled in Employment Services that integrates financial assistance, employment, and financial literacy services. • Enters client and account data by inputting client information into database system. • Assists in enrollment in all applicable public benefits programs such as but not limited to food stamps, Medicaid, CHIPS, Harris County financial assistance (Gold, card, etc.) • Advocates on behalf of clients' access to services. • Maintains appropriate confidential client file data and producing monthly summaries of activities. • Maintains client records, collect data, conduct follow up telephone calls and appointments and facilitate, as necessary, services through outside organizations and scheduling as necessary for clients. • Participates in all organizational staff meetings, staff events, and fund raising functions. • All other duties as needed.
Qualifications	<p>Qualifications:</p> <ul style="list-style-type: none"> • Commitment to MAM mission • Demonstrated ability to work with persons from all walks of life and treat them with dignity • Bachelor's degree in Social Work or related field • 3 years experience with target population • Knowledge of professional social work approaches • Excellent organizational, verbal, and written skills • Knowledge of other social service agencies and their services • Must be a detail oriented individual • Proficient in Microsoft office, email, database, etc. • English fluency (read, write, and speak) • Spanish fluency (read, write, and speak) • Flexibility to occasionally work in the evening and/or weekends in order to accommodate the scheduling of clients and/or support or attend events on behalf of MAM • Must be available between the hours of 8:30-5PM Monday-Friday
Salary/Hours	TBD
Employer/Agency	Memorial Assistance Ministries
Address	11625 Blalock Road

City, State, Zip	Houston, TX 77080
Contact Person	Georgia Kimmel
Contact Title	Director of Family Assistance Programs
Telephone Number	713-574-7534
Fax Number	713-468-4702
Email Address	gkimmel@maministries.org
Application Method	Send letter of interest and resume to gkimmel@maministries.org
Opening Date	Immediately

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