

Job Title	Housing Case Manager
Employer/ Agency	The Salvation Army
Job Description	Provides comprehensive, long-term, structured, complex, case management services as well as referrals for professional assistance for clients experiencing multiples losses and emotional trauma and stress caused by devastation due to homelessness, loss of jobs, and communities. Works in teams and triages client cases based upon the most urgent need. Develops comprehensive housing plans for assigned clients to recover permanent housing; provides assistance in obtaining and maintaining self-sustaining sources of income, benefits, and other economic supports as well as professional resources that provide assistance in enhancing clients' psychosocial well-being. Serves as the primary representative/advocate for assigned clients across all agencies serving as a central-point-of-contact regarding the needs and progress of assigned clients. Reports progress to Lead Case Manager. Accepts cases with higher difficulty of resolution. Must be willing to participate in ongoing training and coaching in Motivational Interviewing and Trauma Informed Care. Ability to work with a diverse staff and participate in a learning environment.
Qualifications	<p>EDUCATION AND EXPERIENCE: Master's degree from an accredited college or university in Social Work, and Three years progressively responsible experience providing direct case management social services including accessing clients needs and developing individual, comprehensive, long-term action plans for recovery utilizing a wide variety of resources and a vital agency referral network with evidence of proven client recovery, and ability to speak a second language in addition to English is highly desired or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.</p> <p>LICENSES AND CERTIFICATIONS: Licensed Social Worker Valid State Driver's License</p> <p>KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of the principles and practices of social service case management. Knowledge of social service resources and agencies in the community. Knowledge of effective communication and motivation practices. Ability to develop individual and comprehensive program plans and goals based on client's needs. Ability to evaluate the client's progress toward program goals. Ability to work with the public encompassing all types of behaviors. Ability to interview clients and to obtain pertinent information. Ability to triage client cases and effectively assign cases to Volunteer Case Managers who best match client needs. Ability to supervise and monitor the case management services provided by Volunteer Case Manager in order to ensure compliance with funding requirements. Ability to assess and evaluate level of service provided in order to ensure service evaluations are favorable and meet or surpass funding requirements. Ability to prepare and maintain accurate and complete case notes and client records. Ability to plan, organize, and prioritize work in order to accomplish work in compliance with quality standards and deadlines. Ability to</p>

	<p>build and maintain effective and professional working relationships with clients and community agencies. Ability to work well with clients and volunteers of diverse cultural and socioeconomic groups, respect confidentiality, able to work within ethical and legal parameters of social services. Ability to support the philosophy, goals, and objectives of The Salvation Army.</p> <p>MENTAL AND PHYSICAL ABILITIES: Ability to meet attendance requirements. Ability to read, write, and communicate the English language is required with ability to speak a second language highly desirable in order to eliminate language/communication barriers. Ability to communicate clearly and effectively both orally and in writing. Ability to think clearly and quickly in order to maintain control of client caseload. Ability to effectively and efficiently work on multiple cases at the same time without becoming frustrated or disorganized. Ability to remain open, sensitive and responsive to all clients and volunteers from diverse cultures without discrimination including ability to respect, protect, access, and nurture the psychosocial well-being of clients experiencing despair due to loss of home, family, community, income, benefits and/or psychosocial trauma as a direct result of a tragedy.</p>
Salary/Hours	DOE
Employer/Agency	The Salvation Army
City, State, Zip	Houston, TX
Application Method	Apply via email to gerald_eckert@uss.salvationarmy.org
Opening Date	Immediately

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