

Job Title	Case Manager - Bilingual
Employer/ Agency	The Landing
Job Description	<p>Reporting to the Drop-In Center Manager, the Case Manager will be responsible for providing direct services to clients who have complex trauma issues with the goal of increasing stabilization, safety, and well-being. Direct services include assessment, intervention, education, and linkage to necessary community-based resources and services. This is a full-time position.</p> <p>Responsibilities include, but are not limited to:</p> <p><u>Engagement and Crisis Response</u></p> <ul style="list-style-type: none"> • Work in partnership with the program staff to promote and maintain client engagement in all programs by actively seeking out and recruiting clients and enrolling them into programs and classes • Promote a positive social climate that fosters client engagement • Exhibits a nonjudgmental approach, effective listening, good eye contact, and positive interactions • Work to increase client motivation to successfully move through the phases of the overall program • Participate in after hour on call rotation, including evenings, weekend and holidays is mandatory • Answer after hour calls and address client needs by providing crisis response in person and OTP to survivors. • Provide trauma informed crisis intervention when responding to after hours calls <p><u>Case Coordination</u></p> <ul style="list-style-type: none"> • Working from a strengths-based, trauma-informed, and culturally competent perspective, case managers will work with clients to plan, implement, and monitor service plans, safety plans, and relapse prevention plans • Maintain a case load of 20 or more clients • Serve as linkage to services including, but not limited to, drug treatment, transitional housing, residential treatment, counseling and therapy, legal services, job training, etc. • Assist clients in developing service plans addressing physical safety, stabilization, substance abuse, and mental health issues from a harm-reduction approach • Ensure immediate responsiveness for all referrals and crises for assigned caseload • Meet with clients minimum of every two weeks on assigned caseload and document contact in case management database • Continually assess clients for safety risk, protective factors, overall well-being • Routinely assess, track, and document positive and negative changes in client behavior, circumstance, overall well-being and adjust service plan accordingly • Counsel clients regarding stress reduction, goal attainment, and holistic well-being • Provide crisis intervention for clients experiencing emotional distress • Prepare reports by collecting, analyzing, and summarizing data results regarding methods of treatment and progress • Provide transportation and emotional support to clients' appointments when need be

	<ul style="list-style-type: none"> • Maintain ethical standards through adherence to the Texas Victim Service Association Code of Ethics • Maintain accurate records, files, and other relevant documentation in accordance with agency policy • Conducts intake as needed <p><u>Program Support</u></p> <ul style="list-style-type: none"> • Maintain a working knowledge of evidence-based interventions and knowledge of significant developments in the anti-trafficking field • Participate in after-hours on-call rotation services • Lead and participate in outreaches • Facilitate and conduct educational classes to clients as needed • Serve as an effective spokesperson for The Landing at community events, presentations, and speaking engagements • Ensure smooth operation of drop-in center; actively monitoring drop-in center, de-escalating pre-crisis behaviors, and providing crisis intervention strategies as needed, and stepping in when needed for issues that arise in the center • Continuously evaluate, develop, and strengthen the quality of rapport with assigned clients
Qualifications	<ul style="list-style-type: none"> • Master's degree in a Human Services related field preferred • LMSW, LCSW, LPC or related license/certificate preferred • Bilingual-English and Spanish required • At least 1-year experience in related field • Must have valid driver's license • Ability to transport clients • Able to maintain flexible work hours including weekend/evening events as needed • Understanding of and ability to utilize a trauma informed approach when working with clients • Assists with other duties assigned by the Director of Strategic Program
Salary/Hours	Full-time
Contact Person	Brooke Buckmaster
Email Address	Brooke@thelanding.org
Application Method	Email
Opening Date	Immediately

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