

Job Title	Case Manager
Employer/ Agency	Wesley Community Center
Job Description	<p><u>Position Description:</u> Working within the Community Services Department, the Case Manager will conduct client intake, assess client eligibility for emergency financial assistance, develop self-sufficiency plans, housing stabilization plans, and connect clients to resources and 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.</p> <p><u>Essential Functions:</u></p> <p>Case Management</p> <ul style="list-style-type: none"> • Recruit, screen, enroll, and work with clients who qualify for Wesley programs. • Complete initial program assessment to determine program/service eligibility and conduct client intake interviews to determine eligibility for services. <ul style="list-style-type: none"> ○ Provide one-on-one-case management services. • Advocate on behalf of clients' access to services. • Screen potential clients for other Wesley programs; ensure warm hand-off to Wesley or other wrap-around support services (food pantry, emergency financial assistance, childcare, transportation, etc.) • Maintain appropriate confidential client file data and produce monthly summaries of activities. • Maintain 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. • Develop and implement individualized Housing Stabilization Plans to increase income, reduce expenses, and identify client-specific goals. • Coordinate inspections and document compliance with Housing Quality Standards (HQS) • Track and be accountable toward grant goals; regularly update agency databases and ensure accuracy of data being collected; assist director to fulfill reporting requirements as designated by department and funders. • Maintain and update HMIS for Wesley case management programs • Review all client files for accuracy per funding sources • Accurately document all case management activities, assessments, and progress notes in HMIS, Apricot, and other required systems. • Maintain timely and accurate records in accordance with program, funder, and regulatory requirements. • Submit all required documentation for financial assistance payments and ensure timely disbursements to landlords, rental agencies, or utility companies.
Qualifications	<p><u>Education & Experience:</u></p> <p>Bachelor's Degree in Human Services and a minimum of two (2) years' work</p>

experience working with clients in need and community resources.

Knowledge, Skills, and Abilities:

Bi-lingual in English and Spanish. Ability to write and speak clearly and informatively; this position requires strong computer skills including typing and Microsoft Office; Strong customer service orientation; Ability to work cooperatively and supports the team's effort to succeed; Ability to interpret and communicate contractual mandates and guidelines, as well as learn, with a strong attention to detail; organizational and project management skills including planning and scheduling; Understanding of client support resources; While in this position, the employee is expected to seek to understand, communicate appropriately and effectively, build a positive, professional rapport with all clients and community partners using active listening and conflict resolution skills. Ability to adhere to deadlines, react to unpredictable events quickly and efficiently, be resourceful, manage conflict and challenges.

City, State, Zip	Houston, TX
Application Method	Apply Here: https://wesleyhousehouston.org/careers/
Opening Date	Immediately

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@central.uh.edu with the hiring details of your new job opportunity. Thank you.