



Ensuring Childhood Learning

Job Title: *Case Manager – Bilingual (Spanish/English)*

Location: 9610 Long Point Road, Suite 110, Houston, TX 77055

Reports to: Social Services Director

Mission: RaiseUp Families mission is to prevent and end homelessness for families with children throughout Greater Houston by providing them with resources and supporting services that lead to self-sufficiency. By collaborating with area non-profits, RaiseUp Families links client families with services that help overcome homelessness.

Case Manager Job Description: Case Manager will utilize traditional Case Management practices as well as Motivational Interviewing skills to help guide clients to self-sufficiency. Conducts assessments, determines eligibility for housing support and mainstream services, jointly develops an individualized service plan with clients, connects clients with community-based resources, recommends financial assistance funds (security deposits, rent, childcare, education, transportation, etc.). Case Manager will also work together with clients to navigate career/vocation/education improvement to lay a foundation for increased opportunity. Supports clients to improve quality of life and maintain the highest possible ability to function within the community.

Responsibilities:

- Comprehensive case management services for client families include the ability to help clients:
 - o Maintain housing or acquire new housing within the same school district, if appropriate
 - o Ensure the continuation of utility/internet services
 - o Create and follow through on client's unique, written short-term and long-term Individual Service Plan (ISP)
 - o Access appropriate services for which they are eligible
 - o Find a job or obtain a higher paying job
 - o Develop budgeting skills and financial literacy
 - o Make long-range career goals, including education, job training and life skills
 - o Overcome obstacles to goals set forth in their ISP, including researching solutions, consulting other staff, and networking with other agencies
- Pre-screen clients to assess eligibility, conduct intake interviews, and collect all necessary information, documentation, and signatures
- Conduct home visits and budgeting meetings on a bi-weekly/monthly basis, or more often as needed
- Arrange random drug testing as needed
- Arrange for clients to attend family classes (mandatory), counseling, and other programs and services as needed.
- Maintain updated and organized client files, including case notes, required forms, and supporting documentation
- Identify and share community resources that can benefit all RaiseUp Families client families.

- Help with and attend client-related events, including celebrations, educational forums, and other activities.
- When appropriate, accompany clients to first meetings with partnering organizations
- Participate in trainings/meetings as requested
- Communicate with parties who refer potential clients
- Contribute to RaiseUp Families' consistent achievement of its mission and values while working daily with clients
- Perform other duties as determined by the Social Services Director

Skills Required:

- Bilingual in Spanish and English
- Microsoft Word and Excel proficiency
- Excellent interpersonal skills and ability to relate to clients of all ethnicities and cultures
- Team player, resourceful problem-solver, good listener and an effective advocate
- Possess sound judgment, attention to detail, organization skills, and appropriate assertiveness
- Knowledge of Spring Branch and Katy areas and of social services in Harris County preferred; HISD a bonus

Additional Information:

- **EDUCATION:** Bachelor's Degree in Social Work, Sociology, Psychology or related field preferred.
- **EXPERIENCE:** 1+ years case management experience; 3+ years preferred. 2+ years in a customer service focused environment. Experience with homeless, low income, veterans & their families a strong plus.
- Dependable car, current insurance, and valid Texas Driver's License required (mileage reimbursed based on IRS approved guidelines)

RaiseUp Families Values:

- We are guided by the belief in the inherent worth and dignity of families with children struggling with homelessness or facing home eviction.
- We will treat all persons equally and with respect and will maintain client confidentiality.
- We respect all people's race, religion, ethnicity, gender, age, and socioeconomic status, and we will not allow differences to affect a person's opportunities.
- We will act with integrity, openness, and honesty in all relationships, dealings, and transactions and will operate in accordance with all applicable laws.
- We recognize that the achievements of our clients are through their efforts and we serve only as an agent of change.
- We will keep faith with the public trust through efficient, cost-effective, and compassionate stewardship of resources.
- We will be mindful that RaiseUp Families mission is accomplished through the generosity of others.

Resumes can be submitted to Telisa Dixon, Social Services Director, telisa@raiseupfamilies.org. No phone calls please. Candidates must agree to a criminal background screening.