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| Job Title | Case Management Director |
| Employer/ Agency | YMCA of Greater Houston |
| Job Description | <p><u>Description</u> As a Program Director on our team, you will play an integral role in helping refugees, asylees, Cuban border crossers, and victims of human trafficking gain access to a wide range of case management services with the goal of becoming self-sufficient.</p> <p><u>Duties /Responsibilities</u> Program Director's primary responsibilities include:</p> <ol style="list-style-type: none"> 1) Oversee case management services and implement a strengths based client empowerment model. 2) Ensure adherence to program manuals and grant requirements. Monitor program outcomes to ensure that programs remain in compliance. 3) Directly supervise case managers and clerks in Social Adjustment Services and the Preferred Communities Medical Case Management Coordinator. 4) Perform monthly quality assurance reviews to standardize case management services ensuring equity of services and a continuum of care planning for all clients. 5) Advocate for highly vulnerable clients with outside entities such as SSA and USCIS. Assist staff to create a long term plan to help client achieve basic self-sufficiency. 6) Network with community providers to find relevant resources for clients and their families: public housing, mental health resources, health care and medical services, dental services, etc. 7) Gather resources for training to enhance professionalism, ensure case managers adhere to basic social work ethics and add additional learning opportunities for staff. 8) Maintain relationship with Texas Episcopal Service Corps for volunteer placements. 9) Maintain open and effective communication with all departments and work to engage them in client transition planning. 10) Maintain close communication with Senior Program Director in order to ensure provision of quality services. 11) Monitor compliance with YMCA training requirements monthly. 12) Provide pick-up services from the Houston airport for newly arriving clients as required (about three times per year). 13) Perform other duties as assigned. <p><u>Outcomes</u> Program Director is responsible for the following:</p> <ul style="list-style-type: none"> • Quarterly internal monitoring of SAS and PC programs. Audit 20% of program files per quarter to ensure compliance. Monitor client eligibility for services. • Ensure programs meet contractual goals: SAS services 604 clients with 1812 days of service and provides 8 orientation sessions; PC provides 70 clients with medical case management services. |

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| | <ul style="list-style-type: none"> • Write 3 required trimester reports for SAS and submit on time. For PC, review semi-annual reports written by the Medical Case Management Coordinator. • Organize 3 professional development trainings per year. • Coordinate at least 2 outside provider resource trainings or information sessions per year. • Write 2 grants annually to enhance services or ensure continuation of services. |
| Qualifications | <p>- Excellent written and verbal English communication skills. Fluency in one refugee language preferred.</p> <p>- Valid driver's license, clean driving record, automobile liability insurance and a vehicle.</p> <p>- Bachelor's degree in social work, public health, or other related field and/or relevant experience; Master's Degree preferred.</p> <p>- Experience working with refugees and/or multicultural populations.</p> <p>- Familiarity with refugee issues and refugee populations in Houston.</p> <p>- Schedule flexibility, must be able and willing to work on Saturdays, early mornings or evenings if needed.</p> |
| Salary/Hours | <p>Pay: \$22.83-\$26.44 – Exempt position</p> <p>Office Hours: Monday – Friday; 8:30 a.m. to 5:00 p.m.</p> <p>Occasional evening hours as required.</p> |
| Employer/Agency | YMCA International Services |
| Address | 6300 Westpark Drive, Suite 600 |
| City, State, Zip | Houston, Texas 77057 |
| Contact Person | Danielle Bolks |
| Contact Title | Senior Program Director |
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| Application Method | Apply online at www.ymcahouston.org/careers ; no phone calls |
| Opening Date | 02/12/2018 |

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