

Job Title	Bilingual (Spanish/English) Case Manager
Employer/ Agency	Memorial Assistance Ministries (MAM)
Job Description	<p>Memorial Assistance Ministries - Houston's #1 Charity two years in a row according to Charity Navigator, a charity watchdog organization – seeks a full-time Case Manager who effectively engages with a wide diversity of clients whose presenting circumstances are often complex.</p> <p>The Case Manager:</p> <ul style="list-style-type: none"> • Serves as coach and facilitator assessing each client for strengths, resources and needs to address their situation by collaborating with each client to develop a customized service plan. • Builds relationships with clients, conducts intake, assesses, and, with the client, participates in planning activities. • As part of a client's stability plan, MAM may provide financial assistance with rent, utilities and other basic needs; the Case Manager will administer a modest budget for financial assistance. • Collects and enters data into a centralized database, attends community health and educational fairs and events. • Works collaboratively across programs within MAM to ensure that clients access the services and supports they need to meet their goals.
Qualifications	<p>REQUIREMENTS:</p> <ul style="list-style-type: none"> • Bachelor's degree in Social Work • Fully fluent in English (read, write, and conversation) • Fully fluent in Spanish (read, write, and conversation) • 2 years' experience with families who are at risk • Commitment to MAM's Mission, Philosophy of Services and Theory of Change. • Demonstrated ability to work with people from all walks of life and treat them with dignity, respect and fairness / the ability to separate personal values and beliefs from those of the people we serve. • Demonstrates a very high level of emotional intelligence and ability to adjust their own approach in order to accommodate the needs of others. • Excellent organizational and communication skills. • Knowledge of other social service agencies and their services. • Demonstrated ability to see the big picture of serving clients with complex needs. • Proficiency in Microsoft Office, email, Internet, database, etc. • Availability to occasionally work evenings and weekends in order to accommodate the scheduling of clients and/or to support

	or attend events of, for, or on behalf of MAM
Salary/Hours	Salary – commensurate with experience. Hours – 40 hours, exempt position. Must be available between the hours of 8:30 a.m. and 5:30 p.m. Monday through Friday.
Employer/Agency	Memorial Assistance Ministries (MAM)
Address	1625 Blalock Road
City, State, Zip	Houston, Texas 77080
Contact Person	Cathy Blanco
Contact Title	Human Resources Generalist
Email Address	cblanco@maministries.org
Application Method	To apply for this position, please by email a cover letter, resume and salary requirements to Cathy Blanco, HR Generalist, at cblanco@maministries.org
Opening Date	2/6/2018

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