

<b>Job Title</b>	<b>OVAG CASE MANAGER</b>
<b>Employer/ Agency</b>	Northwest Assistance Ministries
<b>Job Description</b>	<ul style="list-style-type: none"> <li>• Facilitate client’s access to NAM services and outside agencies.</li> <li>• Answer the FVC Hotline and perform telephone crisis counseling, including periodic coverage of the FVC emergency cell phone.</li> <li>• Conducting telephone and face-to-face client intake interviews to determine client eligibility for services.</li> <li>• Staff all cases with Associate Director, Staff Therapist or FVC Director including definition of problems and determining appropriate referrals.</li> <li>• Case management of FVC client cases as assigned, including assisting the client to set appropriate goals and re-access goals when needed.</li> <li>• Develop working relationships internally and with external agencies.</li> <li>• Operate within budgetary guidelines, ensure compliance with grant funding and provide reports to the proper authorities within the designated timeframes.</li> <li>• Plan intervention, identify, and link clients to appropriate community resources.</li> <li>• Maintaining appropriate client file data and producing monthly summaries of activities.</li> <li>• All record keeping, data collection, telephone calls and scheduling necessary for clients.</li> <li>• Assist in new staff/volunteer/student intern with training and intake interviews.</li> <li>• Participating in all departmental staff meetings/staff events/outreach activities, and fund raising functions.</li> <li>• Flexible work hours as needed to promote FVC’s mission.</li> <li>• All other duties as assigned.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Bachelor’s degree in Social Work or Bachelor's degree in related field. (One year experience in a social service agency may be substituted for one year of college.)</li> <li>• Knowledge of domestic violence programs and professional social work approaches.</li> <li>• Excellent organizational, verbal, and written skills.</li> <li>• Experience in working with victims and volunteers.</li> <li>• Knowledge of other social service agencies and their services.</li> <li>• Computer skills (Word and Excel) required.</li> <li>• Bilingual (Spanish) preferred.</li> </ul>
<b>Salary/Hours</b>	\$16.00/hr. 40 hrs./wk., non-exempt

<b>Employer/Agency</b>	Northwest Assistance Ministries
<b>Address</b>	15555 Kuykendahl Rd.
<b>City, State, Zip</b>	Houston, Texas 77090
<b>Contact Person</b>	Joe Slezak
<b>Contact Title</b>	HR Liaison
<b>Telephone Number</b>	281-885-4555
<b>Email Address</b>	<a href="mailto:resumes@namonline.org">resumes@namonline.org</a>
<b>Application Method</b>	<p><b>TO APPLY:</b>  For consideration, please email your cover letter and resume as an attachment to <a href="mailto:resumes@namonline.org">resumes@namonline.org</a> with the job title "OVAG Case Manager", in the subject line.</p> <p><b>ONLY RESUMES FORWARDED TO <a href="mailto:resumes@namonline.org">resumes@namonline.org</a> WILL BE CONSIDERED.</b></p> <p><b>NO WALK-INS OR PHONE CALLS PLEASE.</b></p> <p>*All applicants must be able to pass a background check.</p>
<b>Opening Date</b>	January 4, 2016

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