

<b>Job Title</b>	Manager of Support Services
<b>Employer/ Agency</b>	The Women's Home
<b>Job Description</b>	<p>This position is responsible for:</p> <ul style="list-style-type: none"> <li>• Developing and managing case management services to help women who are homeless because of mental illness and/or substance abuse achieve independent living and helping women and their families maintain their housing</li> <li>• Developing and ensuring the implementation of vocational services aimed at helping residents, graduates, and tenants obtain and sustain employment</li> <li>• Develop and manage aftercare support services for graduates of the Montrose Campus</li> <li>• Provide direct services</li> </ul> <p><b>Program Administration:</b></p> <ul style="list-style-type: none"> <li>• Help develop a model of case management and vocational services that is based on best practices in the area of treatment/transitional housing for women and permanent supportive housing that specializes in women-centered services and that utilizes the WholeLife® model.</li> <li>• Ensure that residents participate in vocational testing.</li> <li>• Ensure that there are curricula for all vocational training and educational classes.</li> <li>• Help develop and track performance outcomes</li> <li>• Help hire case management and vocational staff.</li> <li>• Orient and train staff on the agency's policies (HR, safety, medical records/client files) as well as any licensing standards or best practices.</li> <li>• Supervise staff, volunteers and students and provide timely feedback/evaluations as needed.</li> <li>• Ensure that staff stays current on community and employment resources.</li> <li>• Review case management and vocational notes in the medical records monthly.</li> <li>• Attend interdisciplinary meetings on both campuses and management meetings.</li> <li>• Represent the agency at community meetings as assigned.</li> </ul> <p><b>Program Development:</b></p> <ul style="list-style-type: none"> <li>• Help identify, develop and maintain partnerships and collaborations that facilitate client access to a wide range of case management services.</li> <li>• Develop and maintain relationships with agencies/businesses that will provide job training sites and/or employment opportunities.</li> <li>• Ensure development and provision of Aftercare services for Program graduates</li> <li>• Identify tasks/classes that can be performed by volunteers and ensure that volunteer information is provided to Development Department</li> </ul>

	<ul style="list-style-type: none"> <li>• Participate in the mental health/substance community at large to help identify potential program income, collaborations, resources, and unmet needs in the community.</li> <li>• Ensure there is a meaningful vocational training program in the Cottage Shop and reception desk.</li> <li>• Oversee the scheduling of vocational classes and training related to residents and volunteers.</li> </ul> <p><b>Direct Care Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Provide vocational services/case management as needed</li> <li>• Carry a small caseload (case management or vocational)</li> <li>• Assist with crisis/emergency situations as needed</li> <li>• Assist clients as needed in the absence of their Case Manager or Employment Specialist</li> <li>• Participate in the on-call rotation with other program managers</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Master's Degree in Social Work, Psychology or a related human services field</li> <li>• Five years of experience providing case management services and vocational services</li> <li>• Two years of supervisory experience</li> <li>• Knowledge of community resources</li> <li>• Knowledge of substance abuse and mental disorders</li> <li>• Experience working on an inter-disciplinary team</li> <li>• Computer/organizational skills</li> <li>• Valid Texas Driver's license</li> </ul>
<b>Salary/Hours</b>	TBD
<b>Employer/Agency</b>	The Women's Home
<b>Address</b>	607 Westheimer Rd
<b>City, State, Zip</b>	Houston TX 77006
<b>Contact Person</b>	Staci Young
<b>Contact Title</b>	Director of Program & Training
<b>Telephone Number</b>	713-328-1953
<b>Fax Number</b>	713-521-3191
<b>Email Address</b>	<a href="mailto:syoung@thewomenshome.org">syoung@thewomenshome.org</a>
<b>Application Method</b>	Email resume
<b>Opening Date</b>	11/28/16

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