### Job Title
Lead Case Manager

### Employer/ Agency
Horizon Outreach

### Job Description
Serves as Lead Case Manager for the Horizon Eagle Program and engages daily with fathers to employ client-centered treatment, motivational interviewing, CBT and/or other methodologies to establish the nature and extent of client problems. Schedules ZOOM Virtual fatherhood workshop trainings to teach fathers healthy parenting and healthy relationship skills. Oversees the case management department activities and ensures the overall objectives for the fatherhood grant are met and all case files are grant compliant in accordance with federal and state guidelines. Trains and coaches case managers on case management procedures for the Horizon Eagle Program. Ensures case managers are assisting clients in meeting goals and properly documenting case notes (service contacts) in nFORM. Reviews case notes (service contacts) report to ensure ALL case managers are entering note correctly in nFORM. Ensures case managers enter notes daily into system. Follows strict Company COVID-19 policies and guidelines (ex. Wearing masks, sanitization of desk, hand sanitizer use, social distancing, etc.) Ensures clients are following guidelines as well. Conducts Weekly Case Management Follow-up Meetings with Clients – Virtually/Via Phone (Note: Due to COVID-19 client contact is limited). Assigned a caseload to perform the following tasks: Develops Individual Service Plans for clients and monitors client’s progress towards goals, Perform needs assessments, creates action plans, set goals for clients, provide referrals, counseling/mentoring, follow-up, assesses at-risk factors, and barriers. Displays empathy and genuine concern for clients. Alleviates fears and anxieties, interprets and explains the agency's program requirements.

Employs 72-Hour rapid response action to link fathers to resources (i.e. rental assistance, housing, substance abuse/mental health treatment and other community based resources). Refers Homeless Clients to community resources. Prepare weekly case management reports for CEO & Senior Management. Administers follow-up plan to assure the necessary attention is given in the evaluation of the client’s progress. Works closely with Horizon Eagle Staff, Case Managers and community partners to stabilize client’s situation during and prior to entry in the Horizon Eagle Program. Works closely with Evaluation and Research Team to provide data for research project and to ensure goals are meet. Engages in a variety of community outreach activities, which may include partner meetings that promote the use of the Horizon Outreach Eagle program. Ability to recruit and supervise student LMSW or LPC’s interns once hired. Adheres to strict agency and federal (local, state) privacy laws regarding client information. Other Duties as assigned.

### Qualifications
- **Master Degree in Social Work or related field REQUIRED.**
- **Licensed LPC, LMSW or LCSW (Current license with the Texas State Board of Social Worker’s) REQUIRED.**
- Strong Consideration will be given to candidates who have 7 to 10 years of advanced case management experience and have a scheduled date to take the LMSW exam. 7 to 10 years’ experience working with at risk youth, military, families in crisis or those who have experienced trauma (i.e. military veteran clients; chronically homeless; homeless families and/or individuals with disability). Proven skills in applying case management methodologies (i.e. MI, CBT based practices). Previous supervisory experience REQUIRED. Professional, excellent communication and organizational skills ability to perform weekly/ monthly/annual program reporting for grant. Team player willing to fully support the mission of Horizon Outreach. Must be able to adhere to strict confidentiality policies regarding client and organizational information.

### Salary/Hours
Exempt Salaried Position $47K-$50K; M-F 8:00 a.m. -5:00 p.m

### Employer/Agency
Horizon Outreach

### Address
256 N. Sam Houston Pkwy, East Suite 115

### City, State, Zip
Houston, TX 77060

### Contact Person
Human Resources

### Telephone Number
(713) 467-4966

### Fax Number
832.553.3121
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