

Job Title	Supportive Services Lead
Employer/ Agency	East Harris County Empowerment Council
Job Description	<p>The Supportive Services Lead will oversee daily operations of supportive services programs, manage staff, and ensure that clients receive high-quality care and resources. This role involves managing a team of case managers, developing service plans, and collaborating with community partners to address the social, emotional, and economic needs of clients.</p> <p>Case Management Oversight:</p> <ul style="list-style-type: none"> • Supervise and support a team of case managers, interns, and volunteers, ensuring adherence to best practices and ethical standards in social work. • Develop, implement, and monitor individualized service plans for clients, focusing on their unique needs and goals. • Provide regular supervision, training, and professional development opportunities for case management staff. <p>Client Support and Advocacy:</p> <ul style="list-style-type: none"> • Conduct comprehensive assessments to identify client needs and strengths. • Advocate for clients to access necessary services, resources, and benefits. • Maintain confidentiality and uphold the highest standards of client care and support. <p>Program Development and Implementation:</p> <ul style="list-style-type: none"> • Design and implement programs that address the social determinants of health and promote self-sufficiency. • Monitor and evaluate program effectiveness, making adjustments as needed to improve outcomes. • Develop and maintain relationships with community partners, agencies, and service providers. <p>Data Management and Reporting:</p> <ul style="list-style-type: none"> • Maintain accurate and up-to-date case records, including documentation of services provided, client progress, and outcomes. • Prepare reports and presentations on program metrics and client success stories for internal and external stakeholders. • Utilize data to inform program improvements and strategic planning. <p>Community Engagement:</p> <ul style="list-style-type: none"> • Represent EHCEC at community events, meetings, and forums to promote our supportive services. • Engage with community members and stakeholders to identify gaps in services and opportunities for collaboration. • Provide outreach and education to raise awareness of available support services.
Qualifications	<p>REQUIRED SKILLS & ABILITIES:</p> <ul style="list-style-type: none"> • Bachelor’s Degree in Social Work, Sociology, Psychology, or related

	<p>field required;</p> <ul style="list-style-type: none"> • Minimum of 3 years of experience in social services, case management, or related field, with experience in a customer service-focused environment. • Bilingual proficiency, particularly in languages spoken by the community served, preferred. • Excellent leadership and team management skills with a minimum of 2 years of supervisory experience. • Knowledge of local social service, public health, and nonprofit organizations and resources. • Strong understanding of social work principles, ethics, and best practices. • Experience working with diverse populations and addressing the needs of marginalized communities. • Experience with trauma-informed care and crisis intervention. • Strong advocacy and client support skills. • Proficiency in data management and reporting. • Effective communication skills, both oral and written. • Ability to present a friendly and positive demeanor to individuals and families, staff, supportive services personnel, funders, and the general public. • Ability to set work priorities and to evaluate and create solutions to work-related problems. • Cultural competence and sensitivity to the diverse backgrounds of clients. • Ability to remain calm and maintain self-control in difficult circumstances and emergencies. • Ability to adapt to change. • Must be highly organized, detail-oriented, reliable, and possess strong organizational and project management skills. • Ability to work flexible hours, including evenings and weekends as needed. • Valid driver's license with reliable transportation. • Perform other duties as assigned.
Salary/Hours	Full-Time \$50,000 - \$52,000 Annually
City, State, Zip	Houston, TX
Application Method	Apply Here: https://j.brt.mv/jb.do?reqGK=27743590&refresh=true
Opening Date	Immediately

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