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| <b>Job Title</b>        | Case Manager- BILINGUAL  |
| <b>Employer/ Agency</b> | THE LANDING  |
| <b>Job Description</b>  | <p><b><u>Position Summary:</u></b> Reporting to the Drop-In Center Manager, the Case Manager will be responsible for providing direct services to clients who have complex trauma issues with the goal of increasing stabilization, safety, and well-being. Direct services include assessment, intervention, education, and linkage to necessary community-based resources and services. This is a full-time position. Responsibilities include, but are not limited to:</p> <p><b><u>Responsibilities:</u></b></p> <p><b>Engagement and Crisis Response</b></p> <ul style="list-style-type: none"><li>• Work in partnership with the program staff to promote and maintain client engagement in all programs by actively seeking out and recruiting clients and enrolling them into programs and classes</li><li>• Promote a positive social climate that fosters client engagement</li><li>• Exhibits a nonjudgmental approach, effective listening, good eye contact, and positive interactions</li><li>• Work to increase client motivation to successfully move through the phases of the overall program</li><li>• Participate in after hour on call rotation, including evenings, weekend and holidays is mandatory</li><li>• Answer after hour calls and address client needs by providing crisis response in person and OTP to survivors.</li><li>• Provide trauma informed crisis intervention when responding to after hours calls</li></ul> <p><b>Case Coordination</b></p> <ul style="list-style-type: none"><li>• Working from a strengths-based, trauma-informed, and culturally competent perspective, case managers will work with clients to plan, implement, and monitor service plans, safety plans, and relapse prevention plans</li><li>• Maintain a case load of 20 or more clients</li><li>• Serve as linkage to services including, but not limited to, drug treatment, transitional housing, residential treatment, counseling and therapy, legal services, job training, etc.</li><li>• Assist clients in developing service plans addressing physical safety, stabilization, substance abuse, and mental health issues from a harm-reduction approach</li></ul> |

- Ensure immediate responsiveness for all referrals and crises for assigned caseload
- Meet with clients minimum of every two weeks on assigned caseload and document contact in case management database
- Continually assess clients for safety risk, protective factors, overall well-being
- Routinely assess, track, and document positive and negative changes in client behavior, circumstance, overall well-being and adjust service plan accordingly
- Counsel clients regarding stress reduction, goal attainment, and holistic well-being
- Provide crisis intervention for clients experiencing emotional distress
- Prepare reports by collecting, analyzing, and summarizing data results regarding methods of treatment and progress
- Provide transportation and emotional support to clients' appointments when need be
- Maintain ethical standards through adherence to the Texas Victim Service Association Code of Ethics
- Maintain accurate records, files, and other relevant documentation in accordance with agency policy
- Conducts intake as needed

**Program Support**

- Maintain a working knowledge of evidence-based interventions and knowledge of significant developments in the anti-trafficking field
- Participate in after-hours on-call rotation services
- Lead and participate in outreaches
- Facilitate and conduct educational classes to clients as needed
- Serve as an effective spokesperson for The Landing at community events, presentations, and speaking engagements
- Ensure smooth operation of drop-in center; actively monitoring drop-in center, de-escalating pre-crisis behaviors, and providing crisis intervention strategies as needed, and stepping in when needed for issues that arise in the center
- Continuously evaluate, develop, and strengthen the quality of rapport with assigned clients.

**Qualifications****Skills:**

- Displays Fruits of the Spirit: love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, self-control
- Possesses the following values: (Organizational Values: Love, Integrity, Honor, Social Equity) and (Team Values: Wisdom, Christlikeness, Heart for Justice, Excellence, Innovation, Influence, Humility, Unity)
- Ability to communicate effectively with supervisors, co-workers, and other community partners
- Ability to work with clients whose needs are extensive due to issues such as complex trauma, mental health and substance abuse, poverty, and homelessness
- Must have strong work ethic and take initiative
- Teachable and open to taking constructive criticism
- Must relate well to clients in a compassionate, non-judgmental manner
- Ability to manage multiple clients with various needs and in various stages of change
- Working knowledge of and ability to navigate human services, mental health, and substance abuse systems
- Effectively manage time and scheduling to ensure deadlines are met and tasks are accomplished

**Requirements:**

- Master's degree in a Human Services related field preferred
- LMSW, LCSW, LPC or related license/certificate preferred
- Bilingual-English and Spanish preferred
- At least 1-year experience in related field
- Must have valid driver's license
- Ability to transport clients
- Able to maintain flexible work hours including weekend/evening events as needed
- Understanding of and ability to utilize a trauma informed approach when working with clients
- Assists with other duties assigned by the Director of Strategic Programs

**Salary/Hours**

Full-time

**Address**

9894 BISSONNET ST

**City, State, Zip**

HOUSTON, TX 77036

UNIVERSITY of **HOUSTON**  
GRADUATE COLLEGE of SOCIAL WORK

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|---------------------------|--|
| <b>Contact Person</b>     | Brooke Buckmaster  |
| <b>Contact Title</b>      | OPERATIONS MANAGER   |
| <b>Telephone Number</b>   | 281-640-0182   |
| <b>Email Address</b>      | <a href="mailto:CAREEERS@THELANDING.ORG">CAREEERS@THELANDING.ORG</a>                 |
| <b>Application Method</b> | EMAIL RESUME TO <a href="mailto:CAREEERS@THELANDING.ORG">CAREEERS@THELANDING.ORG</a> |
| <b>Opening Date</b>       | Immediately  |

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