

## Job Description & Salary

**Title of Position:** Case Manager/Employment Specialist  
**Reports to:** Director of WholeLife® Collaborative  
**Position:** Full-Time Exempt  
**Job Location:** Mabee WholeLife® Service Center- Spring Branch  
**Salary:** \$38k - \$44k

**Position Summary:** Based on the WholeLife® principles, this position will his position will take the lead in developing and coordinating services related to employment services. In addition, this position will provide case management services for clients at the WholeLife® Service Center, as well as tenants at Jane Cizik Garden Place and Adele & Pieper Family Place supportive housing complexes.

### Case Management Duties:

1. Conduct intakes, other designated assessments and service plans for all individuals seeking services through the WholeLife® Service Center and tenants assigned to their caseload.
2. Provide individual case management services and facilitate a groups as needed.
3. Identify community resources in the WholeLife® collaborative and the Spring Branch community that can benefit all clients.
4. Plan, organize, and facilitate events for tenants according to stakeholders and funders requirements, and to promote community engagement.
5. Work collaboratively with a multidisciplinary team that includes community partners.
6. Develop and maintain positive relationships with community stakeholders in Spring Branch and with volunteers.
7. Survey clients to identify programs and services that are needed and wanted.
8. Transport clients to appointments per transportation request guidelines.
9. Interface with caseworkers in outside agencies, family members, and other professionals both verbally and in writing as needed.
10. Provide individualized resources & referrals for mental health and medical needs
11. Complete Discharge Summary when clients leave/ complete programming.
12. Compile interesting/relevant information for monthly newsletter.
13. Maintain updated record of activities and case notes in clients' files and track progress over time.
14. Ensures clients and tenants files are locked and secured and confidentiality is maintained.
15. Track and submit final reports on outcomes measures monthly in agency reports.
16. Ensure HMIS information for chronically homeless individuals is entered in the database in a timely manner.
17. Document incidents and provide risk assessments and crisis intervention for the safety and well-being of all clients.

### Employment Specialist Duties

1. Provide job search resources including leads, community resources and job fairs.
2. Assist in coordination of volunteer facilitators for vocational services.
3. Maintain positive working relationships with collaborative agencies, i.e. Texas WorkForce Commission, WorkFaith Connection, etc.
4. Outreach, develop and maintain relationships with employers and agencies that would provide hiring and vocational opportunities for WholeLife® Service Center clients.
5. Act as the liaison between employment agencies partners and WholeLife® Service Center to coordinate social events/volunteer opportunities, etc.
6. Assist in developing, implementing and scheduling regular vocational training at WLSC and with other partners and agencies as appropriate.
7. Maintain updated record of activities and case notes in clients' files and track progress over time.
8. Ensures tenant files are locked and secured and confidentiality is maintained.
9. Complete Discharge Summary when clients leave/ complete programming.
10. Track and submit final reports on outcomes measures monthly in agency reports.

**Other Responsibilities:**

1. Attend a monthly all staff meeting and other relevant team meetings.
2. Participate in case consultations at scheduled
3. Participate in community outreach and meetings as assigned by supervisor.
4. Attend professional development training as directed by supervisor.
5. Attend and assist with planning, organizing, and facilitating other events for the TWH and WholeLife® Service Center.
6. Other duties assigned as needed for optimal tenant/client.

**Qualifications:**

- B.A. degree in psychology, social work, or related field
- Minimum two years of experience providing case management services to clients who are homeless because of substance abuse and mental illness.
- Experience in vocational/employment services preferred.
- Prefer experience working with community collaborations
- Valid Texas driver's license.
- Knowledge of community resources in the Houston area
- Able to work a flexible schedule including some evening and weekend hours
- Flexibility and adaptability as the position grows and changes
- Ability and willingness to drive agency van as needed.
- Bilingual (English/Spanish) preferred.

**Physical Requirements:**

Person in this position must be able to sit, stand, bend, stoop and use desktop technology for long periods of time. They must be able to lift up to 20 lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform these duties.