

## Job Description

**Title of Position:** Case Manager  
**Reports to:** Manager of Support Services  
**Also works with:** Clinical Team and Residential Team  
**Status:** Exempt

All employees are expected to support the mission of The Women's Home "to build communities that strengthen women and support families as they reclaim their stability". This is accomplished in many practical ways and by expressing in everyday work behavior our core values: Dignity – Respect for the worth of every person; Integrity – Honesty, justice, consistency and ethical practice in all relationships; Stewardship – Wise use of talents and resources in the service of others; and Wholistic Growth – Empowering individuals to adapt creatively to changes in life. Through honoring these core values we seek to work harmoniously with staff, clients, donors, and the community by maintaining emotional control and diplomacy during all interactions and by communicating verbally and non-verbally in an articulate and professional manner.

**Position Summary:** Case Manager works with multi-disciplinary team in assisting dually diagnosed women to achieve self-sufficiency focused on the WholeLife model. This person is responsible for helping clients obtain and utilize services in the community, maintaining written records of clients' progress, communicating team decisions to the client, and providing necessary follow-up in a timely manner.

### **I. Direct Care Responsibilities:**

- A. Provides comprehensive case management services to clients.
- B. Identify and maintain partnerships with outside partners.
- C. Provides letters of residency for the Harris County Hospital District health card ["gold card"] for all clients who reside at the Main Residence.
- D. Provides letters of residency for assigned clients to outside agencies as needed.
- E. Prepares, with client, the Initial Individual Rehabilitation Plan (IRP's) and the subsequent review plan for staffing with the multidisciplinary team.
- F. Reviews progress with clients on a regular basis. Assists clients in updating IRPs at 30, 60, and 90 days, then at 3-month intervals.
- G. Works collaboratively with the clinical team, and employment specialist to provide comprehensive services to client.
- H. Interfaces with staff in outside agencies, family members, and other professionals both verbally and in writing, to facilitate assigned clients' progress in The Women's Home Program.
- I. Participates in clinical team meetings at least weekly. Provides update on clients' clinical and medical status as needed. Follows up with assigned clients in regard to team decisions.
- J. Maintains record of assigned clients' non-compliance reports, and schedules disciplinary review panels and concern meetings as needed.

- K. Maintains updated record of activities and Progress Notes in clients' medical files. completes discharge summary on assigned clients within one week of their discharge
- L. Coordinates with Nurse practitioner and other outside consultants (e.g. Montrose Counseling, Houston Area Women Center, etc. in facilitating services for medical, legal, fiscal, health, and social concerns).
- M. Attends and participates in quarterly Awards Banquet.
- N. Acts as liaison for crisis situations at 811 Life Learning Center.
- O. Actively maintain knowledge of community resources, which includes attending training and conferences held in the social services field.
- P. Work with criminal justice system as necessary to facilitate continuity of services.
- Q. Provides case management support on all TWH campuses as needed.

**Other Responsibilities:**

- A. Facilitates 1-2 goal groups (meets with one group each week).
- B. Accompanies clients to clinic appointments, the hospital, and other appointments as needed. (This may entail driving client in agency vehicle).
- C. Other duties assigned as needed for optimal client care.

**II. Qualifications:**

- A. B.A. degree in psychology, social work, or related field.
- B. 3-5 years relevant work experience
- C. Valid Texas driver's license.
- D. Knowledge of community resources in the Houston area, including the Harris County Hospital District and MHMRA systems, preferred.
- E. Experience working with a multi-disciplinary team preferred.

I have read and I have reviewed my job description with my primary supervisor.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_