

Job Title:	Housing Lead Case Manager	Job Category:	Supervisory
Department/Group:	Programs	Job Code/ Req#:	
Location:	Richmond, TX	Travel Required:	Fort Bend and Greater Houston area
Level/Salary Range:	Salaried, Nonexempt	Position Type:	Full-Time
HR Contact:	Tina Hood	Date posted:	Click here to enter a date.
Will Train Applicant(s):	Yes	Posting Expires:	Click here to enter a date.
External posting URL:	https://fbwc.org/who-we-are/join-our-team/job-application.html		
Internal posting:	thood@fbwc.org		
Job Description			
<p>ROLES AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Model agency core values (SPIRIT): service, passion, integrity, respect, innovation and teamwork. • Lead housing case managers in the performance of their duties; coach, counsel and complete / monitor ongoing performance plans, as needed, and write and administer annual performance evaluations. • Demonstrate leadership, communication, and problem-solving skills in a manner that encourages and empowers clients to seek remedies for positive change. • Lead weekly case manager meeting and client staffing. • Meet weekly with the Housing Director and escalates client issues as needed. • Provide guidance to staff on client issues. • Ensure staff is properly trained and knowledgeable of agency policies, practices and procedures. • Advocate for an active caseload of up to 15 clients who need intensive case management. • Ensure intake and initial casework is completed by case aids or case managers within 48 hours of contact. • Sign off on initial intake and housing packets to ensure file compliance. • Ensure timely referrals to counseling and legal services, as needed, to assist clients. • Solicit and participate in community awareness, education events and speaking activities to educate the community. • Conduct safety planning, lethality assessment and intervention services. • Complete timely and accurate documentation and maintenance of client files. • Complete client check requests in a timely manner being aware that whenever a mistake is made that causes an overpayment, the case manager is responsible for collection from the client and returning the overpayment. • Provide resource options available and pros and cons of action or inaction on the part of the client toward achieving service goals. • Provide crisis intervention assistance to clients and prospective clients. • Have knowledge of grant objective and goals including the timely completion of timesheets and other grant related paperwork. • Participate in the HART (hospital accompaniment response team) program as requested. • Other duties as assigned. 			

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Bachelor's degree in a related field is required, Master's degree is a plus.
- Minimum 3 years' experience in case management, previous lead or supervisory experience preferred.
- Expert knowledge of RRH and ESG is required.
- Proficiency in Microsoft Office Suite, Advanced Excel skills required.
- Clear and effective written and oral communication skills.
- Have valid Texas Driver's License and carry auto liability insurance as required by the State of Texas.
- Satisfactory results of a criminal background check and drug screening.

PREFERRED SKILLS AND COMPETENCIES

- We assist those who are struggling to achieve self-sufficiency. It is a rewarding job, but one that requires a great deal of optimism.
- Previous experience working with individuals dealing with trauma (preferably domestic or sexual violence) is a plus but is not necessary.
- Demonstrates leadership, communication, and problem-solving skills in a manner that encourages and empowers clients to seek remedies for positive change.
- Displays ability and willingness to make appropriate decisions, responds compassionately to persons served while maintaining appropriate and professional boundaries, exhibits sound and accurate judgment, supports and explains reasoning for decisions, and includes appropriate people in decision-making process.
- Displays original thinking and creativity by meeting challenges with resourcefulness, generating suggestions for improving work, and developing innovative approaches and ideas.
- Shows tenacity and thoroughness, with the ability to solve practical problems and deal with a variety of situations.
- Possesses strong time management skills during busy and slower periods throughout the day.
- Applies basic strategies for good communication, including developing rapport, using active listening.
- Establishes/maintains trust and appropriate collaborative relationships with clients.
- Works with clients in a respectful and nonjudgmental manner while employing a victim-centered, strengths-based, and trauma-informed perspective.
- Supports clients' self-determination and informed decision-making.
- Respects client confidentiality and autonomy.
- Uses appropriate verbal and nonverbal communication to deescalate crises situations.
- Applies strategies for addressing conflict and moderating one's own verbal and nonverbal reactions to communications with clients and coworkers.
- Demonstrates ongoing efforts to improve skills in effective verbal and nonverbal communication, such as motivational interviewing, as well as cultural competency.
- Prioritizes/plans work activities using time efficiently; plans for additional resource needs. Sets goals and objectives and develops realistic action plans.
- Deadlines/solutions oriented with the ability to handle multiple competing priorities and wide variety of responsibilities.
- Speaks clearly and persuasively in positive or negative situations, listens, asks for clarification, responds well to questions, and participates in meetings.
- Writes clearly, accurately, respectfully, and informatively; edits work for spelling and grammar.