



Job Title: Bilingual Case Manager – Self-Sufficiency Support

Location: 1260 Shotwell, Houston, TX 77020

Job Type: Full-Time

Reports To: Navigation Services

Position Overview:

We are seeking a compassionate, dedicated, and bilingual Case Manager to support clients on their path to self-sufficiency. The Case Manager will work closely with individuals and families who are ready to transition from reliance on social services to becoming fully self-sufficient. This role requires a proactive and client-centered approach, connecting clients with services that promote long-term financial stability, healthcare access, basic needs support, youth development, and legal services. The ideal candidate will possess strong communication skills, be culturally competent, and have a passion for helping individuals achieve independence.

Key Responsibilities:

- Conduct intake assessments with clients to evaluate their current needs, strengths, and goals, and develop personalized action plans to achieve self-sufficiency.
- Assist clients in accessing financial stability resources such as financial coaching, job training, saving and credit building, employment opportunities.
- Provide referrals to healthcare services, including medical, dental, and mental health care, ensuring clients have access to the necessary care to maintain their well-being.
- Connect clients with basic needs resources such as food, housing, clothing, transportation, and SNAP, to ensure immediate stability.
- Offer referrals and support for youth development services, including educational programs, mentorship opportunities, and extracurricular activities for children and day care.
- Help clients navigate legal services, including assistance with family law, housing issues, immigration matters, and other legal concerns.
- Maintain accurate case notes, track client progress, and update action plans as needed.
- Advocate for clients and collaborate with community organizations, service providers, and legal entities to ensure seamless access to needed services.
- Provide ongoing support and follow-up to ensure clients are actively engaging with the services they have been referred to.
- Promote and maintain confidentiality and ethical practices in all aspects of case management.
- Monitor and report on key metrics and outcomes related to client success in achieving self-sufficiency goals.

Qualifications:

- Bilingual fluency in Spanish and English is required.



- Bachelor's degree in social work preferred or equivalent experience.
- At least 2 years of experience working in case management or a related social services role.
- Knowledge of community resources and services, including financial stability programs, healthcare access, housing assistance, legal services, and youth development.
- Strong communication skills, both verbal and written, with the ability to work effectively with clients from diverse backgrounds.
- Ability to work independently and as part of a team, managing multiple cases and priorities.
- Strong organizational skills and attention to detail.
- Cultural competency and sensitivity when working with individuals and families from diverse backgrounds.
- Ability to handle sensitive and confidential information with professionalism and discretion.
- Proficiency in Microsoft Office Suite and case management software is a plus.
- Must pass the background check.

Physical Demands:

- Ability to sit or stand for extended periods.
- Ability to use a computer for extended periods of time.
- Occasional local travel may be required to meet with clients or attend community meetings.

Compensation:

- Competitive salary based on experience.
- Benefits package includes [insert benefits like health insurance, retirement plans, paid time off, etc.]

To Apply: Please submit your resume and a cover letter detailing your experience and qualifications for the position.

We are an equal opportunity employer and encourage applicants from all backgrounds to apply.