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**University of Houston
Graduate College of Social Work**

JOB OPPORTUNITY POSTING

Job Title: Neighborhood Case Manager

Employer/ Agency: Houston Aging in Place Innovations (HAPI) Project/ Neighborhood Centers Inc.

Job Description: Operates as part of the Houston Aging in Place Innovations Project Team to provide neighborhood elderly residents aging in place with case management that connects them with needed services, and to develop, with local leaders and service partners, neighborhood assets, resources and service delivery networks needed by elderly residents and their caregivers.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. Management retains the discretion to add/ change the duties of the position at any time.

Case Management

In accordance with established social and gerontological casework standards, and the HAPI project workplan, implement the following case management procedures:

- Complete a comprehensive assessment of clients' assets, aspirations and needs.
- Work with the client, family and/or formal and informal support systems to develop a care plan appropriate for the client.
- As part of the *Access Network* and HAPI Project Team, mobilize resources to ensure implementation of the care plan; make referrals to appropriate agencies and service providers; provide necessary follow-up and client advocacy to obtain needed services.
- Maintain regular ongoing direct contact with clients and their support systems to assure completion of case plans and to modify plans as needed, until cases are closed.
- Maintain progress notes on case management contacts and activities for each client utilizing the NCI Stay Connected Texas Database (TAAG); prepare and submit required progress and statistical reports on case management activities.
- Maintain client confidentiality according to established standards and protocols.

Provide consultation to individuals and families to offer support and assistance with their care giving responsibilities for older relatives.

Maintain effective working relationships with the Access Network, agency and Project Team personnel and management to achieve maximum team approach to service delivery.

Attend agency conferences and meetings; participate in in-service training and seminars.

Recruit, train and supervise a Community Health Worker who will support completion of individual case management plans, and in neighborhood community development activities.

Community Development

Conduct and facilitate ongoing assessments of project service area in collaboration with local leaders and service partners, utilizing Appreciative Inquiry and Asset Based Community Development techniques.

Assess on-site and off-site Senior Center collaborations, partnerships and direct services to determine need for continued and/or expanded services and make recommendations for improvements and/or change. Develop new Senior Center collaborations as needed.

Join and/or facilitate neighborhood development councils and service provider networks, providing linkage to HAPI project and agency resources, in coordinating and implementing community improvement plans.

As part of the HAPI Project Team:

- Contribute to Team achievement of Project goals on established timelines;
- Assume responsibility for continuous quality improvement and innovations using an appropriate tool or process; and
- Contribute to Project planning, Team coordination, and staff training.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

- Bachelor's Degree in Social Work or related field, MSW preferred; and
- 3-5 years related experience and/or training in comprehensive case management with the elderly, or equivalent combination of education and experience; and
- knowledge of appropriate community resources.

LANGUAGE SKILLS:

Must be able to read, write, and speak English proficiently. Ability to read, analyze and interpret government health and social welfare service applications, forms, directions, guidelines and regulations. Ability to write reports, business correspondence and effectively present information and respond to questions from groups, clients, customers, and the general public. Spanish language skills are a plus.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as addition, subtraction, multiplication, division, and percentages.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions.

OTHER SKILLS and ABILITIES:

- Computer literate – Microsoft Office Suite.
- Reliable transportation, valid driver's license and minimum auto liability insurance.
- May be required to work some evenings and weekends.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk, use hands to fingers, handles, or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Contact Person: Human Resources

Telephone: 713-669-5349

Application Method: Anyone interested should contact Human Resources (713-669-5349) at Neighborhood Centers Inc. or go to our website www.neighborhood-centers.org for an online application.

Opening Date: Immediate

If your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@sw.uh.edu with the hiring details of your new job opportunity. Thank you