

Job Title	Employment Services Case Manager in Spanish, Sango, and Rohingya
Employer/ Agency	YMCA of Greater Houston
Job Description	<p>As our Employment Services Case Manager you will, under limited direction, work with the rest of the Employment Services staff to assess the needs of newly enrolled refugees and implement an individualized Employment Services Plan (ESP) that allows them to integrate successfully into their new lives in Houston. Our ultimate Goal is to assist clients reach self-sufficiency utilizing program guidelines; foster and maintain collaborative relationships with clients and the community; and maintain proper data integrity.</p> <p>Duties /Responsibilities: The Employment Services Case Manager primary responsibilities include:</p> <ul style="list-style-type: none"> • Process RCA and other client referrals within 24 hours of receipt. • Assess clients' eligibility for services per program guidelines. • Recruit clients from the community. • Conduct intakes to enroll clients into the program. • Create, implement and follow up on individualized Employment Services Plan (ESP) for each client. • Promptly document services provided in the client's file, case notes and funder's database. • Systematically assess clients' needs and provide suitable referrals for in-house or community support services and resources. • Provide clients with job readiness and assist in all steps of job search. • Track monthly compliance with program guidelines. • Maintain case files, data entry and paperwork as required by funder. • Create and submit accurate reports as requested by program director. • Provide transportation, translation and interpretation as needed. • Develop collaborations with community resources and employers. • Complete airport pickup as assigned • Perform other duties as assigned • Report suspicious and inappropriate behaviors and policy violations. • Follow mandated abuse and incident reporting requirements. • Meet timelines and deadlines related to supporting systems and employee compliance. Example includes but are not limited to Kronos Workforce Ready for review and approval of time sheets. <p>Annual Outcomes and Indicators Depending on yearly performance measures, Employment Case Managers (ECMs) are directly responsible for:</p> <ul style="list-style-type: none"> • Client recruitment and enrollment. • Providing comprehensive service to an average caseload of 250 clients per year. • 80% of enrolled clients employed in FT jobs that offer benefits with an average wage at or above yearly metric. • Job retention follow-up for at least 90 days.

Qualifications	<p>Requirements:</p> <ul style="list-style-type: none"> • Excellent written and verbal English communication skills • Bilingual in a refugee language required • Familiarity with office procedures, devices and software • Very good organizational, effective time and resource management skills • Capable team player & collaborator • Bachelor's degree in field related to social services and/or relevant professional experience • Valid driver's license, clean driving record, automobile liability insurance, and a vehicle.
Salary/Hours	Full-Time \$50,460.80 - \$60,552.96 / Year
City, State, Zip	Houston, TX
Application Method	Apply Here: https://secure6.saashr.com/ta/6082553.careers?CareersSearch=&lang=en-US
Opening Date	Immediately

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