



## After Care Case Manager Job Description

**ABOUT CASA DE ESPERANZA:** Casa de Esperanza de los Niños strives to break the cycle of child abuse and neglect for at-risk infants, children, and their families by providing comprehensive residential and family support programs that transform people and communities. Casa de Esperanza has provided quality residential, medical, and psychological care for infants and young children in crisis due to abuse, neglect or the effects of HIV/AIDS without charge since 1982.

**POSITION SUMMARY:** The After Care Case Manager provides case management to families after their child has been in foster care placement with Casa de Esperanza and returned home. This role entails developing and accurately documenting case plans, providing resources and referrals to needed services, and contributing to building strong families following reunification. The Case Manager manages the Casa de Esperanza pantries and conducts outreach to network with other organizations.

**CLASSIFICATION:** Full-Time/Non-Exempt (Salaried)

**EDUCATION:** Bachelor's degree required

**EXPERIENCE:** Two years of experience in child welfare, residential child-care, or a related field

**REMOTE ELIGIBILITY:** This position is eligible for remote work one day per week

### MINIMUM QUALIFICATIONS:

- Completed Application and References
- Cleared Background Check
- Clear Pre-Employment Drug Screen
- Valid Texas Driver's License held for at least two years
- TB Screening
- Annual flu vaccination
- Remain fully vaccinated against COVID-19, unless an exemption applies
- This position requires occasional availability on evenings, weekends, and outside of typical of business hours to assist clients in emergency situations

**KNOWLEDGE, SKILLS, & ABILITIES:**

- Knowledge of and empathy for the concerns of the children and birth families previously involved in child welfare systems
- Understanding of the impact of early trauma and attachment disruption
- Ability to develop strong relationships and allow clients to feel supported, understood, and listened to while setting appropriate boundaries
- Effective oral communication skills; active listening and strong interpersonal skills
- Strong writing skills with the ability to accurately document case
- Patience, flexibility, and adaptability
- Sound judgment
- Ability to assess child safety factors
- Ability to work collaboratively with colleagues
- Ability to represent Casa positively to community partners and other organizations
- Ability to work with a high degree of independence and take initiative
- Strong organization and time management skills with the ability to meet deadlines and prioritize competing tasks
- Problem-solving abilities
- Knowledge of community resources; ability to help clients navigate health, housing, education, and other systems
- Proficient in Microsoft Office; knowledge or ability to learn database management
- Bilingual (English and Spanish) preferred

**REPORTS TO:** Director of Family Support Services

**ROLES AND RESPONSIBILITIES:**

## 1) Client Case Management

- Maintain a client caseload of After Care families and provide case management in and out of the client's home
- Observe the safety and well-being of children
- Assess child and family needs
- Create service plans in partnership with client designed to maintain family stability, improve parenting skills, and enhance parent-child relationship following child's reunification after foster care placement; evaluate client's progress on service plans
- Coordinate service providers to meet client's goals in service plan; refer clients to providers as needed
- Collaborate with professionals within Casa de Esperanza on complex client needs
- Accurately document all contact and services provided to client in Extended Reach database

- Distribute basic need items to After Care families
- Assist clients in times of crisis or distress through referral and liaising with other agencies (Provide crisis management to Aftercare families through internal or external resources and referrals)
- Participate in program team meetings to remain updated about children and families receiving services in the Residential Program and to report on families receiving Aftercare services
- Participate in the discharge Plan of Service of children from the Residential Program to transition families to the After Care program

## 2) Casa de Esperanza Pantries

- Manage the agency food pantry and diaper/clothing pantry including:
  - Place food orders and control inventory
  - Manage volunteer(s) assigned to pantry and guide their work
  - Complete mandatory reporting to food pantry suppliers
  - Coordinate distribution of food and diaper/clothing items to After Care Families
  - Acquire and maintain required Food Service Certifications
- Communicate with Development Team about needed donations

## 3) Outreach

- Plan and implement outreach activities to benefit After Care clients
- Participate in meetings (Liaison?) with community partners in other organizations to increase awareness of Casa's services and to build a network of partners to meet clients' referral needs

## 4) Other duties as assigned

### **PHYSICAL REQUIREMENTS**

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.

The position entails exerting up to 10 lbs. of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body. The position entails occasionally lifting/moving up to 40 pounds including lifting food, diapers, and other supplies being provided to clients. The position involves sitting most of the time but may involve walking, standing, and/or climbing stairs for periods of time. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus. The employee must use oral communication with clients; use auditory skills to assess and respond to clients. The employee must be able to maintain his or her emotional regulation in response to a client's potential outbursts or emotional distress. The employee must complete documentation on paper and electronically.

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.

Interested candidates should email their resume to [dtalmadge@casahope.org](mailto:dtalmadge@casahope.org)