

Job Posting: Case Manager (T3C-Aligned)

St. Georgia's GRO (General Residential Operation)

Schedule: Full-time (may include occasional evenings/weekends for youth needs)

Location: On-site + community-based (schools, appointments, court/DFPS meetings)

About St. Georgia's GRO

St. Georgia's GRO provides trauma-informed residential care for youth in alignment with Texas T3C (Texas Transformation in Child Care) expectations. Our Case Manager plays a key role in ensuring youth receive coordinated, consistent services that support safety, permanency, education, wellbeing, and successful transitions—including discharge and aftercare follow-up.

Position Summary

The Case Manager coordinates services and documentation for youth in residential care, ensuring each youth's needs are assessed, plans are current, referrals are completed, and progress is tracked. This role partners closely with DFPS, caregivers, clinical providers, schools, probation/court stakeholders (as applicable), and the youth's family/support network to drive outcomes and continuity of care.

Essential Duties & Responsibilities (T3C-Aligned)

Case Planning & Service Coordination

- Coordinate and support youth service plans (and supporting documentation) in collaboration with the treatment team and DFPS/caregivers.
- Ensure timely completion of required assessments, documentation, and referrals to meet program expectations and contractual requirements.
- Track goals, services delivered, and outcomes; escalate barriers quickly to leadership/clinical team.

Education Support (School Enrollment + Success)

- Complete or coordinate **school enrollment** within required timelines after admission or placement change.
- Serve as liaison with school staff (counselors, special education teams, attendance officers) to support attendance, credits, behavior plans, and academic progress.

- Coordinate tutoring, credit recovery, 504/IEP meetings (as applicable), and ensure educational records are requested/maintained.

Discharge Planning & Aftercare Follow-Up

- Begin discharge planning at admission and coordinate transition steps with DFPS and receiving placements/services.
- Ensure discharge documentation is complete, accurate, and submitted timely.
- Provide **aftercare follow-up** post-discharge (check-ins, service linkage confirmation, safety and stability check, re-connection to community supports), per program expectations.

Appointments, Community Resources, and Life Skills Linkage

- Coordinate and track medical, dental, vision, behavioral health, and other specialty appointments in partnership with staff.
- Connect youth to community resources (mentoring, recreation, workforce supports, counseling, substance use supports as applicable).
- Support life-skills development planning and transition supports (ID, school records, benefit supports, etc. as appropriate to age and needs).

Family/Support Engagement (When Appropriate/Permitted)

- Support family engagement efforts, including coordinating visits and communication (per DFPS plan and court orders).
- Maintain professional communication with parents/guardians/kin and support networks in coordination with leadership and DFPS.

Documentation, Compliance, and Quality

- Maintain clear, timely, and compliant case notes and documentation in the agency's record system.
- Participate in internal reviews, audits, and continuous quality improvement activities tied to measurable outcomes.
- Attend required staff meetings, trainings, and supervision; support trauma-informed, youth-centered practice across the team.

Qualifications

Required:

- Bachelor's degree in Social Work, Psychology, Human Services, Education, or related field
- 1+ year experience in child welfare, residential care, case management, education support, or a related human services role
- Strong documentation skills and ability to manage multiple cases/priorities
- Valid driver's license and ability to travel locally (schools/appointments/meetings)
- Familiarity with TBRI

Preferred:

- Bachelor's degree in Social Work, Psychology, Human Services, Education, or related field
- Experience working with DFPS, foster care/residential settings, juvenile justice, or youth with behavioral health needs
- Familiarity with trauma-informed care (TBRI or similar), de-escalation, and youth engagement best practices
- Familiarity with the extendedReach software system
- Bilingual (English/Spanish) a plus

Skills & Competencies

- Strong organization, time management, and follow-through
- Collaborative team communication and professionalism with external stakeholders
- Ability to manage sensitive information and maintain confidentiality
- Youth-centered mindset with calm, solutions-focused approach
- Comfort with documentation systems and basic technology tools

Benefits (Customize as applicable)

- Paid training and professional development

- Paid time off and holidays
 - Health/vision/dental options (if offered)
 - Mileage reimbursement for approved travel (if applicable)
 - Supportive supervision and growth pathway within residential services
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How to Apply

Submit a resume and brief cover letter describing your relevant experience supporting youth in care (education coordination and/or discharge planning experience strongly preferred).

Email: administration@st-georgia.com

St. Georgia's GRO is an equal opportunity employer.