

MAGDALENA MINISTRIES, INC.
CASE MANAGER

Magdalena House is a beautiful 5-acre neighborhood of transitional homes in San Antonio that serves mothers and their children who have fled dangerous and abusive lives by providing transformation through education, nurturing community, and programming. We provide a free, safe, transitional home and loving community for those affected by family violence and human trafficking, mothers who have aged out of foster care, and those working with CPS, as well as mothers facing homelessness. Families' needs are addressed and met, including multiple assessments and unique programming designed to foster self-awareness. Vocational assistance in the form of education, training, and job readiness is a key ingredient, as mothers are required to attending accredited academic programs including college, high school, GED or ESOL classes. Through these and other enrichment courses and events, mothers develop social, emotional, educational, and financial skills needed to ensure the physical, economic, and spiritual well-being of themselves and their children.

We are seeking a compassionate, organized, and motivated person to provide holistic case management. The Case Manager works directly with residents of Magdalena House to ensure that they receive a coordinated range of services and support in a manner that is timely, effective, efficient, and equitable. This position requires the intellectual and emotional maturity to work with families who have experienced complex trauma. This position requires the ability to form effective and respectful working relationships with mothers and their children. An understanding of trauma and strength based care is essential. The Case Manager reports to the Program Director.

RESPONSIBILITIES

- Work closely with the Program Director to determine medical, educational, financial, transportation and other needed social service support systems, coordinate services, review and discuss case information, track and review progress, and produce reports.
- Develop and implement written social service plans based on the assessed needs of families. Revise and update as needed.
- Meet regularly with residents to assist in connecting and empowering mothers to navigate community resources, government agencies, and services towards the goal of self-sufficiency.
- Transport and accompany residents with MH vehicles as needed to obtain services and advocate on their behalf.
- Maintain a current directory of contacts and case management services.
- Coordinate, consult and collaborate with service providers to assure families receive services.
- Guide and empower residents to make informed and timely decisions for their families.
- Maintain accurate and timely documentation in electronic record-keeping software, including all relevant contacts, activities, incidents, appointments, social service plans, reports, case notes, correspondence and other required case documentation.
- Provide occasional care of children when mothers meet with Program or Executive Director.
- Develop positive working relationships with families, staff, volunteers, and community partners.
- Promote awareness of Magdalena House in the community and represent Magdalena House at community functions, activities and events.
- Participate in monthly staffing for coordinated and integrated care of our families.
- Participate in weekly planning and monthly staff meetings.
- Adhere to professional standards as outlined by protocols, rules, regulations and ethical guidelines both of Magdalena House and any relevant professional or licensing organization.
- Participate in continuing education annually.

REQUIREMENTS

- Bachelor's degree in social work or a related field from an accredited college/university with proven experience in case management
- Experience and desire to work with the population we serve
- Proficiency in Microsoft Office Suite and ability to utilize electronic record-keeping software
- Ability to maintain the privacy and confidentiality of our residents
- Ability to be organized, establish priorities, and resolve conflicts
- Ability to work independently and on a team
- Excellent communication and interpersonal skills including with persons from diverse cultures
- Willingness to work after hours, nights, weekends, and holidays if emergencies arise
- Possess and maintain a valid driver's license
- Ability to respect a drug, alcohol and smoke free environment
- Ability to carry 35 pounds

SCHEDULE

- Full time (40 hours/week)
- Weekdays

To apply for this position, please email your resume and letter of interest to ckurth@maghouse.org. Please indicate the name of the position for which you are applying in the subject line of your email.

Corinne Kurth, LPC-S
Program Director
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