



Position Title: Case Manager
Location: Remote / New Braunfels
Salary: \$39,000 - \$45,000

Reports To: Program Director
FLSA Status: Full Time / Exempt
Resumes To: info@chosen.care

Chosen's Mission is to support safe, loving, and permanent homes for foster and orphaned children. We do this through parent coaching, mentoring, therapy, and outreach services.

Position Description:

The Case Manager is responsible for supporting the Program Director in the parent education program and coordinates the overall interdisciplinary, trauma-informed plan of care for a client, from inquiry to completion.

Job Responsibilities:

- Complete intakes and assessments of new clients
- Enter and maintain client contact and demographic data in CMS
- Provide resources/professional referrals specific to needs of clients
- Coordinate with volunteer mentors and maintain applicable data
- Track client/mentor interaction
- Conduct in-home parent education to kinship clients
- Conduct trauma-informed webinars for clients
- Acts as liaison between client, Program Director, and/or peer mentor

Qualifications:

- Bachelor's or Master's Degree in Social Work with 2-4 years related experience and/or training
- Licensed in the State of Texas strongly preferred
- Trust-Based Relational Intervention® Practitioner strongly preferred
- Solid working knowledge of current industry norms and challenges
- Demonstrated experience in client support and direct client communications
- Technically competent with Microsoft Office Suite
- Ability to effectively prioritize and execute tasks in a high-pressure environment is crucial
- Bilingual skills strongly preferred

Abilities / Characteristics:

- Proactive, resourceful and a problem-solver
- Strong personal integrity
- Tenacious in follow up
- Firm grasp and complete embrace of organization's vision and mission
- Highly reliable & dependable
- Efficient with time/resources available to meet program goals/initiatives
- Extraordinary amount of compassion
- Heart of excellence to serve
- Ability to elicit cooperation from clients
- Strong interpersonal skills; display behavior that will enhance the client experience

Case Manager / Parent Educator Skills:

- Highly organized and possess ability to create processes
- Possess mental agility
- Analyze and synthesize information to inform programs
- Strong verbal and written communications
- Ability to maintain confidential nature of case files
- Ability to respond to common inquiries/complaints from clients
- Ability to proofread and/or edit any program materials needed for design