

# Mid-Coast Family Services

**OPENING DATE: 9.20.2021**

**CLOSING DATE: Position May Close Without Prior Notice**

**CLIENT ADVOCATE – LEVEL 03 GS-03**

**Child Case Manager**

**FULL-TIME / NON-EXEMPT**

**REPORTS TO: DIRECTOR OF RESIDENTIAL SERVICES**

## **GENERAL DESCRIPTION**

This position assists with the organization's effective delivery of client services relating to domestic violence and sexual assault through case management, referrals, safety plans and plans for independent living through direct client contact in service counties.

## **ESSENTIAL FUNCTIONS, JOB DUTIES AND RESPONSIBILITIES**

- **Completes the trauma-informed educational services for minors required by HHSC, TAC, and TCFV**
- **Conducts developmentally appropriate, educational, trauma-informed individual sessions and groups with shelter youth**
- **Provides trauma-informed, educational childcare for shelter residents within the guidelines set by HHSC, TAC, and TCFV**
- **Assists parents with school enrollment, school transportation, and other resources and information for their children**
- **Provides information and referrals and safety plans to victims of family violence**
- **Provides case management for clients by following up on how they are progressing**
- **Refers client for legal options and information on crime victim's rights, victims' compensation, and VINE**
- **Accompanies minor victims to law enforcement agencies, district attorney's offices, and/or medical facilities as needed**
- **Answers hotline calls and conducts client intakes as needed**
- **Provides peer counseling to clients as appropriate and refers to Advocacy staff as needed**
- **Provides monthly measures to Program Director on clients served**
- **Maintains appropriate records**
- **Performs other duties as assigned**
- **Inside work environment**
- **Valid Texas drivers license and meet all insurance requirements**
- **Travel approximately 10% of time**
- **Ability to position oneself in a bending position, maintain a stationary position, read, write, observe, communicate, and transport 10 pounds**
- **Participate in shelter shift coverage as needed**
- **This job description does not cover all duties and duties may change or new duties may be added at anytime, with or without notice**

## **EDUCATION AND TRAINING**

- **Four year College or University degree or equivalent preferred. Experience may be substituted for education**
- **Knowledge of community resources**
- **Knowledge of family violence issues and dynamics preferred**
- **One to two years experience working in licensed childcare or teaching preferred**

## **KNOWLEDGE, SKILLS AND ABILITIES**

- **Exhibit a sense of compassion towards clients with a comprehension of appropriate response to needs**
- **Ability to be flexible with work schedule**
- **Possess a thorough understanding of family violence problems and trends, current approaches in the field, and Texas laws pertaining to family violence**
- **Working knowledge of community resources**
- **Ability to organize workload, take initiative, set priorities, and follow through tasks to completion**
- **Ability to problem solve, work independently, and to provide leadership to staff, co-workers, and community resources**

- Excellent verbal and written communication skills
- Ability to project a positive, enthusiastic and confident image; with strong interpersonal skills
- Knowledge of all MCFS services

**Applications are available at Mid-Coast Family Services, 120 S Main, Suite 175 and can be downloaded from the MCFS website. For complete details regarding the duties of this position you may request a copy of the job description from Human Resources. This position is open to any person meeting the minimum qualifications as outlined in the current job description on file in Human Resources.**

**MCFS does not discriminate on the basis of disability in the admission to, or access to, or treatment or employment in, its programs or activities. MCFS invites applicants to disclose any need for accommodation in the application process.**

**MCFS is a drug free, tobacco free work-place. Offers of employment with MCFS will be tentatively based on successfully completing and passing required screening.**

**Please contact Human Resources for further information**

**MCFS is an Equal Opportunity Employer.**