

Job Title	Client Support Manager
Employer/ Agency	Gracewood
Job Description	<p>POSITION SUMMARY This role manages client support for Gracewood’s non-residential programs. The Client Support Manager will coordinate and facilitate all aspects of the Family Relief Program, which provides rental assistance, financial education, case management, and life skills training to non-residential clients. They will also supervise the Aftercare Program, which provides ongoing aftercare support to successful graduates of Gracewood’s residential Family Care Program.</p> <p>KEY RESPONSIBILITIES Accurately, efficiently, and effectively perform the following:</p> <p>AFTERCARE PROGRAM RESPONSIBILITIES</p> <ul style="list-style-type: none"> · Facilitates the implementation of the Aftercare program by ensuring that families have a best-in-class client experience during their transition and upon discharging from residential care. · Develop and strengthen aftercare services through ongoing assessment and continuous quality improvement. · Conduct follow-up phone calls and surveys to all aftercare clients as defined by Program Supervisor. · Build community within the aftercare families by providing opportunities for connection, education, and spiritual development. · Plan and facilitate bi-monthly, in person workshops/engagement opportunities for Aftercare families. · Plan and facilitate monthly Patti’s Place meeting for aftercare families to be held once per month on Saturday. · Provide appropriate resources and referrals to Aftercare clients as needed. · Responsible for tracking and reporting statistical data to be used for program development and grant writing purposes. · Provides a monthly report of program initiatives, successes, and other outcomes. · Flexible schedule with weekend and evening availability. <p>FAMILY RELIEF PROGRAM RESPONSIBILITIES</p> <ul style="list-style-type: none"> · Review program applications and identify quality candidates. · Interview and assess potential clients and make admissions decisions based on potential to successfully complete the program. · Maintain an on-going flow of applications to keep program census at maximum capacity at all times. · Facilitate bi-weekly evening group meetings covering money management, parenting, spiritual growth and development, and practical life skills. · Conduct monthly 1:1 case management meetings with each cohort member to review budgets, track spending, and provide guidance, support, and resources. · Manage the rental relief payment process by submitting check requests, distributing checks, and obtaining receipts or proof of rental payment. · Gather statistical data and provide informative reports in a timely manner. <p>Ensure client management software is consistently being used to record data and</p>

case notes. Monitor confidential and sensitive client information.

- Ensure ongoing client engagement and participation through frequent and consistent communication.
- Conduct regular program reviews and make recommendations for improvements and strategic growth.
- Foster a sense of community among cohort groups by creating a collaborative and supportive environment. Develop relationships with each participant to understand their needs and goals, ensuring an individualized plan of service.
- Monitor program budgets and manage spending for both the Aftercare and Family Relief programs.
- Demonstrate excellent oral and written communication skills. Ability to professionally interact with various groups including donors, volunteers, peers, and clients.
- Demonstrate maturity, compassion, and a collaborative spirit when interacting with senior executives, staff, clients, donors, and volunteers.
- Exercise sensitivity when interacting with women and children from vulnerable populations, preserving client dignity while addressing the needs of a diverse community.
- Display excellent judgement when setting priorities. Able to complete a high volume of tasks and projects independently. Must be able to coordinate details in a fast-paced environment.
- Possess a high degree of integrity and discretion in handling confidential and sensitive information.

BEHAVIOR BASED COMPETENCIES

- Christian, biblical behavior is expected at all times and includes but is not limited to the following:
 - o Honors God by lifestyle and is a positive Christian role model both personally and professionally. This person must agree with and live up to Gracewood’s Mission, Vision, and Core Values.
 - o Exhibits excellent organizational skills, sound judgment, and confidentiality as well as effective communication abilities in dealing with both staff and the public.
 - o Works independently, displaying creativity and initiative in everyday duties, and submits ideas and suggestions to enhance overall mission of Gracewood.
 - o Demonstrates effective collaboration across the family of ministries. Utilizes at all times teamwork and coalition building. Works cooperatively with all CAHM personnel and those of related corporations, Trustees, donors, contracting agencies, all stakeholders, and the general public.

Qualifications

- Bachelor’s degree in a related field is required.
- A minimum of five years of case management or client services experience at a non-profit, social services, or faith-based organization is required.
- Proven ability to foster client success through sound case management and coaching.
- Experience working with marginalized families is preferred.

Salary/Hours

Full time, starting at \$55,000



Address	1617 Elmview Dr
City, State, Zip	Houston, TX 77080
Contact Person	Jenny Stow
Telephone Number	713-988-9757
Email Address	jenny.stow@gracewood.org
Application Method	Apply via this link: https://www.gracewood.org/Site/About/Join-Our-Team.aspx
Opening Date	Immediately

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