

Job Title	FOC Intake and Case Manager
Employer/ Agency	Wesley Community Center
Job Description	<p>The Financial Opportunity Center (FOC) Intake and Case Manager will conduct client intake, assist with enrollment in public benefit programs, assess client eligibility for emergency financial assistance and connect clients to resources and to supplement their income, and/or reduce their expenses. This position reports directly to the Director of Financial Stability Programs. This position provides direct consultation and case management to all FOC clients. Income supports may include, but are not limited to food stamps, medical benefits, social security benefits, emergency cash assistance (housing and utilities), financial aid for school, and unemployment compensation. This position will make both internal and external resource referrals, and at times it may be necessary to identify new sources of potential income supports for clients.</p> <ul style="list-style-type: none"> • Complete initial program assessment to determine program/service eligibility and conduct client intake interviews to determine eligibility for services. • Assist clients with Intake paperwork • Schedule clients' first appointment with the FOC team • Provide one on one case management services. • Advocate on behalf of clients' access to services. • Conduct public benefits screening with new clients • Assist clients in completing public benefit applications to receive noncash benefits • Monitor status and progress of client application and documents • Screen potential clients for other Wesley programs; ensure warm hand-off to Wesley or other wrap-around support services (food pantry, emergency financial assistance, childcare, transportation, etc.) • Maintain appropriate confidential client file data and producing monthly summaries of activities. • Maintain client records, collect data, conduct follow up telephone calls and appointments and facilitate, as necessary, services through outside organizations and scheduling as necessary for clients. • Track and be accountable toward grant goals; regularly update agency databases and ensure accuracy of data being collected; assist director to fulfill reporting requirements as designated by department and funders. • Occasionally engage in community awareness and recruitment activities • Participate actively in a variety of staff team meetings, and all agency staff meetings and trainings. • Represent Wesley at community functions as required. • Identify internal and external referral resources to provide supplementary services and support to clients • Design and implement presentations to promote FOC services to stakeholders and potential partners • Able to support through word and action the Wesley Community Center's Mission statement and the mission's core values of integrity,

	<p>excellence and commitment through completion of other duties as needed and assigned</p> <ul style="list-style-type: none"> • Other duties as assigned
Qualifications	<ul style="list-style-type: none"> • Ability to write and speak clearly and informatively • Bilingual, English and Spanish-speaking preferred • Strong computer skills including typing and Microsoft Office • Customer service oriented and able to effectively manage difficult or emotional client situations • Ability to work cooperatively and supports the team's effort to succeed • Ability to interpret and communicate contractual mandates and guidelines, as well as learn, with a strong attention to detail • Strong organizational and project management skills including planning and scheduling • Understanding of effective case management strategies and client support resources • While in this position, the employee is expected to seek to understand, communicate appropriately and effectively, build a positive, professional rapport with all clients and staff using active listening and conflict resolution skills. <p><u>Education & Experience:</u></p> <p>A minimum of (3) years' work experience in similar organization coordinating program services and activities and providing direct case management.</p>
Salary/Hours	Full -Time
City, State, Zip	Houston, TX
Application Method	Apply Here: https://tinyurl.com/mrxfc2u8
Opening Date	Immediately

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