Case Manager – Padua Poverty Pilot

Are you focused, analytical, and results driven? Do you have a factual, matter-of-fact, no nonsense communication style? Do you enjoy research and becoming the resident expert for the needs of your clients and the processes to ensure these needs are met accurately and effectively? Are you passionate about helping people out of poverty permanently?

If this sounds like you, keep reading.

Catholic Charities Ft. Worth is looking for a self-motivated, detailed Client Services Case Manager in our Padua Poverty Pilot* who can respond positively and resourcefully to a wide range of situations or obstacles faced by clients. This role requires attentiveness and responsiveness to various client needs, while keeping an objective eye on the big picture and commitment to the pilot model.

What will you be doing?

1) **Support service delivery**
   You will perform comprehensive assessments with clients. Based on assessment results and your work with clients, you will develop and implement individualized service plans to address identified needs within established time frames. You will act as a coach for your clients, motivating and empowering them to meet goals. You will regularly monitor and evaluate client progress, adjusting service plans and/or delivery as necessary.

2) **Serve as a strong advocate**
   You will proactively advocate for your clients with service providers and other community entities. You will meet regularly with community partners and other staff for client consultations, strategically and efficiently connecting resources that will support client goal attainment. You will provide after-hours assistance as needed.

3) **Promote quality client experience**
   Working together with Case Workers, you will ensure timely service delivery, documentation, and communication. You will champion compliance with agency and stakeholder requirements. You will complete and maintain all necessary documentation and primary case records for excellent service delivery. You will maintain current knowledge of resources, practices and issues around poverty and family self-sufficiency, participate in staff training and development opportunities, and comply with research and evaluation protocols to support excellence in your work.

**QUALIFICATIONS**

- Master’s degree in Social Work or related field is preferred OR a combination of education and experience
- Previous experience with low-income populations preferred
- Must have reliable transportation, a current Texas driver’s license, and evidence of auto liability insurance
- Must be willing to transport clients in your own car
- Demonstrated ability to teach, train, mentor and educate others
- Bilingual skills in a common client language (most often Spanish) a plus
- Excellent written and verbal communication skills
- Ability to navigate successfully through multiple software applications

**COMPENSATION AND BENEFITS**

Catholic Charities Fort Worth offers a variety of benefits to our staff including medical, dental, vision, and life insurance. Our employees can participate in a retirement plan with a generous match. A progressive paid leave plan allows you to earn more time off the longer you are employed and we provide paid time off for designated holidays. We also offer flexible work schedules and a friendly, supportive environment. This is a salaried position with a range of $37,440 to $43,000, based on skills and experience.

**TO APPLY**

All interested applicants must visit our website (www.catholiccharitiesfortworth.org) and apply via the employment link at the bottom of the page. Candidates must also complete a work traits survey via this link. Resumes received without being accompanied by a completed survey will not be considered.
Due to the volume of applications, only qualified applicants will be contacted. **No phone calls, please.** Catholic Charities Fort Worth is an equal opportunity employer.

**ABOUT US**
Catholic Charities Fort Worth (CCFW) is an enterprising nonprofit with a belief that ending poverty is possible. Our diverse services, poverty solutions, and income-generating social enterprises help tens of thousands in our 28 county diocese each year, most of whom are the working poor, some of whom are even Catholic. We strategically challenge the way poverty is addressed nationwide by scrupulously testing our own case management methods through research partnerships, exporting our known-solutions to other non-profits, and serving as a resource for what works on Capitol Hill. We invite you to come and check out our nonprofit 2.0 approach. For more information, please visit us at [catholiccharitiesfortworth.org](http://catholiccharitiesfortworth.org).

*About the Padua Poverty Pilot*

The Padua Pilot exists to test a model of case management designed to accelerate a client’s ability to reach and sustain the financial benchmarks of self-sufficiency. Instead of multiple programs working independently to serve a client based on varying program outcomes, the Padua Pilot will test a coordinated client-centered model focused on a customized asset-based path out of poverty for each client household.

A key innovation being tested by the Padua Pilot is two-person teams working together to serve each caseload. A Case Manager works in partnership with a Case Worker to serve 20-24 client households to do whatever it takes to move them out of poverty. The responsibilities of the Case Manager, in cooperation with the Case Worker, focus on motivation, support and empowerment of the client along the path to self-sufficiency. The Case Manager will conduct comprehensive intake and strength-based assessments and develop, implement, monitor, and evaluate individualized service plans with each client; and support the Case Worker’s efforts to link each client with appropriate community supports to ensure their progress towards the individualized service plan goals.

The Pilot is a randomized control trial with plans to serve nearly 200 client household throughout a trial period expected to last through 2017. Once the trial period ends, results and operations will be evaluated for integration into existing client services at CCFW.