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**JOB TITLE: Case Manager**

**REPORTS TO: Executive Director**

The Bella House is a faith-based, community living, maternity residence for homeless pregnant women. Our mission is to offer a safe home where enriching programs can result in life-affirming changes and brighter futures for both mother and child. The Bella House accepts pregnant women, at least 18 years of age, who are seeking a stable living environment. Each Bella home has the capacity to serve 6-7 women.

**Description:**

The Case Manager is responsible for providing direct case management services to clients for both Bella Houses (Plano and Dallas). This is a full-time, exempt position.

**Job Duties and Responsibilities:**

- Manage the intake process by screening all prospective program applicants using admission criteria, written and in-person interviews, background checks, and referral recommendations.
- Conduct the on-boarding process to include orientation to the house/program, needs assessment, and development of an individual case plan with specific steps and timeline.
- Build a life skills curriculum to include financial, parenting, nutrition and personal development.
- Conduct weekly case meetings with each resident to review case plan, track progress, set goals, deal with any issues, and provide guidance, counseling and needed resource referrals.
- Facilitate group sessions, promoting harmony and cooperation in the house
- Post weekly calendars, house rules, expectations, etc., as constant reminders of responsibilities and behavior expected of each mom living in the house
- Maintain up-to-date records in files and on Salesforce.com
- Identify and secure community resources.
- Attend meetings with collaborative social service partners to present The Bella House information and gather resource information for other from partner organizations
- Maintain effective communication with the Executive Director by providing weekly written reports on each resident and a monthly written case management report. Meet weekly and as needed with the Executive Director to review issues, progress, resource needs, training needs, issues that need to be addressed, etc.
- Perform other duties as assigned within the scope of the position description

**Skills needed:**

Effective verbal and written communication skills  
Computer skills using MS Office, Outlook, Internet  
Able to work evenings and weekends if needed  
Be available by phone as needed  
Conflict resolution skills

**Ability to:**

Be respectful and non-judgmental demeanor, regardless of circumstance  
Carry out duties with a minimum supervision  
Maintain accurate records  
Work collaboratively with staff and volunteers  
Work well with diverse populations  
Maintain professionalism under stressful working conditions  
Maintain confidentiality and discretion with residents, staff, and volunteers

**Qualifications:**

Master's (preferred) or Bachelor's degree in social work, related field or equivalent experience  
Demonstrated experience in crisis intervention, problem solving, and resource allocation.  
Experience networking and connecting clients with resources in Dallas and/or Collin County  
Experience with designing or implementing programs with measurable results  
Experience with homelessness and transitional housing placement (Preferred)  
Motivated to work in a social service environment  
Valid driver's license, good driving record, proof of insurance

**References:** Minimum 2 professional references and 1 personal reference required  
Background check required.

**TO APPLY:** Applications and Cover Letters accepted via Email: [Board@BellaHouse.org](mailto:Board@BellaHouse.org)  
Or Mail: The Bella House, P.O. Box 940802, Plano TX 75074