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**JOB TITLE: Case Manager**

**REPORTS TO: Executive Director**

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The Bella House mission is serving pregnant women who are economically fragile and in homeless or eminently homeless circumstances.

**Description:**

The Case Manager is responsible for providing all case management 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, facilitating 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:**

Bachelor's degree in social work or related field or equivalent experience  
Demonstrated experience in crisis intervention, problem solving, and resource allocation.  
Experience with designing or implementing programs with measurable results  
Motivated to work in a social service environment  
Experience with Salesforce.com (Desired)  
Valid driver's license, good driving record, proof of insurance

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



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**BELLA HOUSE DALLAS**  
**Calling All Ladies to Consider A House Watch Shift**

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The Bella House mission is serving pregnant women in homeless circumstances. To support a staff of three employees, The Bella House is looking for ladies to commit to one or more nights during non-business hours and weekends. A stipend of \$50/shift is offered or an in-kind donation, \$50 tax receipt, is provided for volunteers.

**Description:** Arrive between 7 and 9 p.m., plan to stay the night. Spend time with moms & babies. Lock up, set the alarm and follow written guidelines should a mom or baby need medical attention. Morning: Be sure moms are ready for 9 a.m. daily devotion. Summarize shift notes for Case manager.

**Please ask friends, fellow church members (ladies), and family members  
Already a Rocking Grandma? Would you consider a shift?  
Ministry or Social Groups are Welcome to Sign Up As A Group & Select Coverage Days.**

**For More Information EMAIL: [BellaHouseTX@gmail.com](mailto:BellaHouseTX@gmail.com) or call 469-930-9977**