



Case Manager I – New Housing Vision Case Manager
3702 Loop 322
Abilene, TX 79602

Case Manager I Class Code 5226 Salary Group B13 Salary Range \$35,439- \$52,388

Organizational Context

The West Central Texas Council of Governments (WCTCOG) is a regional planning organization serving a 19-county rural area headquartered in Abilene, Texas. WCTCOG serves as the host agency for the West Central Texas Aging and Disability Resource Center (WCTADRC) and New Housing Vision (NHV) Programs

The WCTADRC and NHV Programs are committed to strengthening the region by ensuring that older adults, individuals with disabilities, caregivers, families, and Veterans have access to clear information, options counseling, benefits assistance, and coordinated community resources. Additionally, program staff work to make homelessness rare, brief, and non-recurring in the area served. The Case Manager position will also support WCTCOG's broader human services mission, addressing the health, safety, and general welfare needs of citizens across the region.

Primary Duties and Responsibilities

General Case Management

- Manage project timelines, deliverables, and program milestones for clients being served
- Maintain current knowledge of regulations, programs, and resources applicable to programming
- Distribute informational materials related to all programming provided by the department
- Interview and screen clients or authorized representatives to gather information to assess service needs
- Develop and implement service plans to assist clients needs to become independent.
- Coordinates with service providers and program activities.

- Provides ongoing case management and serves as a liaison between clients, client families and service providers.
- Monitors clients progress

Data Management & Reporting

- Ensure timely and accurate entry and reporting of all required program data in designated tracking systems
- Compile program statistics and outcomes data to support quarterly and annual reporting requirements
- Assist in the preparation of grant reports, performance data narratives, and compliance documentation

Community & Stakeholder Engagement

- Cultivate and maintain partnerships with community organizations, rural hospitals and clinics, and regional stakeholders
- Represent the WCTADRC and NHV at community events, health fairs, and partner meetings

Performs other duties as assigned

Qualifications

Education & Experience

- Experience in case management or social service work is preferred
- Experience working with community-based organizations is preferred
- Experience in rural or underserved community settings is a plus

Knowledge, Skills & Abilities

- Demonstrated ability to work on multiple projects simultaneously, set priorities, and meet deadlines
- Strong written and verbal communication skills, including ability to present to diverse audiences
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)
- Ability to collect, track, and accurately report program data
- Strong interpersonal skills with ability to assess client needs, coordinate client services, and treatment plans.
- Knowledge of community resources, case management principles, objectives, standards, methods and program policies and procedures.
- Self-directed and able to work with general supervision in a fast-paced, mission-driven environment
- Knowledge of or willingness to learn regularly on continuing education topics related to the program and coordination processes

Working Conditions

This position requires regular travel throughout the service region, with occasional overnight travel for educational opportunities. A valid Texas Driver's License is required. The position is a mix of office and field-based when not traveling.

Equal Opportunity Employer

WCTCOG is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.