

# Bethany House of Hospitality (BHH) Case Manager

**Report To:**

Executive Director

**Brief Summary:**

The Bethany House of Hospitality Case Manager is responsible for oversight and management of the residential cases at Bethany House of Hospitality, a home for young women seeking asylum in the United States.

This position assists residents in learning about the culture and purpose of BHH and facilitates each woman to develop her own plan for her immediate future. That can include education and employment as well as medical, counseling and other services. This position welcomes all and supports residents in a spirit of hospitality and respect for each person.

**Essential Functions**

1. Welcome and orient new participants
2. Organizes and/or assists participants in making and attending legal, school, medical appointments
3. Manages Bethany House cases and supports residents in a respectful hospitable manner
4. Plan goals with each participant for healing and recovery while at Bethany House and beyond
5. Keep accurate case records about each participant
6. Plan educational, recreational and volunteer opportunities for participants in the community
7. Keep contact with referring agencies, lawyers and social workers about initial custody transfer from detention facilities or border shelters
8. Arrange transportation for participants
9. Perform other duties as assigned

**Responsibilities**

- Inform each participant about the rights and responsibilities of living at Bethany House
- Develop a covenant with each participant about their weekly personal and group plan toward their individual goals
- Weekly meeting with participants to check in on progress on reaching these goals.
- Contact local educational and support services in the Bethany House community as needed by the participants
- Identify volunteer, creative and work outlets for Bethany participants
- Help facilitate monthly house meetings with all residents

**Minimum Qualifications:**

- Bachelor's degree in Social work or counseling, preferred master's degree in counseling or social work.
- At least 3 years of experience in counseling and/or work with immigrants
- An understanding of the current immigration reality
- Bilingual English/Spanish

**Skills and Abilities Needed:**

Strong interpersonal skills with the ability to work on a team as well as independently and to deal with confidential, sensitive issues; A strong desire to serve those who are vulnerable in our society and a willingness to function in many settings and duties; Demonstrated computer skills.

**Environment/working Conditions**

This position operates in a residential environment. Workplace is a smoke and drug free environment. Work schedules and/or locations may vary, depending upon the scheduling needs of the house. Staff may be required to attend occasional meetings at other locations and occasionally may be required to travel outside of normal work hours. Any changes in work schedules and/or location will be implemented by the Executive Director and in accordance with agency policy.

**Physical demands include:**

Ability to lift up to 25 pounds occasionally and up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects; May be assigned to multilevel building with some floors accessible by stairs only; Minimal requirements of moving about the office. Frequently express ideas by spoken words. Frequently operate equipment requiring moderate ability.

**Position Classification:** Non-exempt

Salary commensurate with experience.

**Interested persons please contact Sister Kathlyn Mulcahy, Executive Director, at [kmulcahy@bethanyhouseofhospitality.com](mailto:kmulcahy@bethanyhouseofhospitality.com)**