



Position Title:	Housing Solutions Case Manager (Family Mentor)
Department:	Statewide Initiatives
Reports To:	Housing Solutions Project Manager
Salary:	This position starts at 50,000 and is negotiable depending on experience
Position Type:	Full-time, Exempt (MUST BE LOCATED IN LAREDO)
Additional Information:	No specific degree is required for this position. Interested candidates should highlight any education, training, or experience that will help them thrive in this position.
Deadline to Apply:	Open until Filled
Date Created/Revised:	12/1/25

DESCRIPTION:

Texas Homeless Networks (THN) seeks to further the mission of ending homelessness by developing projects that collaborate with organizations across the Balance of State to identify and fill the gaps within the current housing system. The Housing Solution team will be launching our first two pilot projects in 2026, meaning this position will require flexible, creative, and self-motivated candidates.

The Housing Solutions Family Mentor will play a vital role in THN's Family Trust project which invests directly in families experiencing and at-risk of homelessness. This position is responsible for identifying, enrolling, engaging, and case managing families within the Laredo area of the Texas Balance of State (BoS) Continuum of Care. The Mentor will ensure that families are compassionately matched, enrolled, and supported throughout their participation in the Family Trust Project.

This position will also act as a liaison between the Housing Solutions Team and the Laredo Housing Authority, supporting effective communication and collaboration across all stakeholders. This includes facilitating case conferencing meetings, collaborating to address adverse family outcomes, ensuring up to date data quality, and reporting on project outcomes.

This position is grant-funded with the potential for continued employment if additional grant funds are awarded.

ABOUT THN

Incorporated in 1991, THN is a 501(c)(3) non-profit organization that is dedicated to addressing homelessness statewide through education, resources, and advocacy. THN provides training and technical assistance on best practices to prevent and end homelessness. THN serves as the lead agency, Collaborative Applicant, and Homeless Management Information System (HMIS) lead agency for the TX BoS CoC, which covers 214 counties in the state

QUALIFICATIONS:

Required

- **Living in or near Laredo, TX**

- Compassionate, relatable, and nonjudgmental approach to working with clients from diverse backgrounds
- Understanding of trauma informed case management principles and experience with case management of families
- Strong organizational skills to manage and collaborate on 25 family cases
- Skilled in motivational interviewing and guiding clients through personal plans
- Intuitive and willing to meet with clients where they are at to build trust and rapport
- Effective conflict resolution, mediation, and de-escalation skills
- Committed to ensuring families feel supported, heard, and empowered throughout the pilot
- Comfortable working autonomously while staying connected virtually with the Housing Solutions Team
- Proven ability to work collaboratively to implement high-quality projects
- Capable of maintaining high standards in data integrity
- Ability to teach and explain multi-step processes to project partners
- Commitment to supporting THN's mission and goals, with a focus on addressing homelessness and ensuring fair access to services
- Ability to recognize personal strengths and areas for growth, while modeling enthusiasm and commitment to agency objectives
- Proficiency in Microsoft Office (Word, Excel, PowerPoint)
- Strong verbal and written communication skills

Preferred

- Direct experience working with families navigating a housing crisis or lived experience of homelessness and/or housing instability
- Experience assisting families navigate benefits cliffs associated with public assistance
- Tenacious, candid, and self-motivated approach to problem-solving and project coordination
- Flexible and creative mindset; ready to contribute to building a new project from the ground up
- Previous experience launching or shaping new programs is a plus
- Experience collecting and synthesizing qualitative data during client sessions
- Bi-lingual (Spanish)

WHAT YOU'LL DO:

Direct Case Management, 25 families (70%)

- Support sustainable outcomes for families via case conferencing, identification of wrap-around services, and budget building.
- Conduct in-person onboarding meetings with all families participating in Family Trust
- Facilitate case conferencing meetings and maintain collaborative communication across service providers
- Build trust with families to motivate ongoing appointments, scheduling, and follow-through
- Consistently engage and follow-up with families through ongoing check-ins
- Support safety-informed care planning for families fleeing domestic violence/sexual assault
- Ensure families receive supportive services in a timely manner
- Champion family autonomy and choice during case management sessions
- Ensure families exit Family Trust supported and prepared to manage any potential future challenges

Onboarding, Monitoring, and Evaluation (30%)

- Collaborate with the Laredo Housing Authority to identify families who are eligible for the Family Trust

project

- Clearly communicate the Family Trust application process to each eligible household
- Build excitement and exclusivity of the project while communicating benefits to families during the initial invitation to the project
- Clearly define expectations of families throughout project lifespan
- Coordinate stipend transfer method and delivery with Housing Solutions Project Manager and Givecard
- Maintain clear and organized case records that align with database workflows
- Routinely confirm transfer receipt with families to prevent fraud
- Collect and synthesize qualitative data during family planning sessions
- Monitor client requests for adjusted stipend transfers
- Maintain organized and timely records of family outcomes to support data accuracy and reporting
- Maintain transparent communication with the Housing Solutions Project Manager and the Laredo Housing Authority
- Model a collaborative approach to cross-agency coordination and goal alignment
- Document best practices, and procedures of roles and responsibilities
- Communicate any additional support needed to the Project Manager
- Other duties needed to help fulfill THN's mission and values will be assigned

WORKING CONDITIONS:

- Hybrid work with expectations of in-person meetings with families and the Laredo Housing Authority
- Must be able to work from the office at least 3 of 5 days a week
 - This position will be expected to increase office work during time-sensitive projects
- Applicant's primary residence must be located in the State of Texas and maintain permanent residency in Texas throughout employment
- Must be available to travel within Texas up to **10%** of the time annually with two weeks' notice when possible
- Available for nights and weekends during large time-sensitive project-related, unlikely to be more than once per quarter

BENEFITS:

- THN offers generous employee benefits including:
 - 100% employer-paid health, dental, and vision insurance, and 55% employer-paid for dependents
 - 2% employer matching 401(k) retirement plan
 - Paid time off such as holidays, self-care days, and winter break
 - 12 weeks of paid parental leave
- Flexible work schedule and opportunity to remote work with supervisory approval

APPLYING:

Are you intrigued by this job announcement but don't meet every single requirement? We encourage you to apply! At THN, we value a variety of experiences and perspectives, and we're looking for team members who are enthusiastic about our mission and eager to contribute to preventing and ending homelessness in Texas. THN is an equal opportunity employer that offers positions with varying skill levels and responsibilities that amplify our mission.

Email a resume and three professional references to hr@thn.org. This position will remain open until it is filled. Only those selected for an interview will be contacted. Please include **Housing Solutions Family Mentor** in the subject line of all communication about this position.

INTERVIEW PROCESS:

What to expect as an applicant for a THN position:

- The applicant will receive an email from Human Resources/Hiring Manager to schedule an interview
 - For applicants applying outside of the Austin/Travis County area, all interviews will take place virtually
- The applicant will receive the interview questions before the interview
- The applicant will be notified via email promptly if an additional interview is required or if they will not be moving forward in the hiring process
- After the final interview, selected applicants will schedule a phone call with the President/CEO
 - The hiring manager will contact the professional references of candidates selected as finalists
- Once final employment decisions are made, all applicants will be notified of the decision via email or phone call