

Housing Case Manager

Innovative, Multi-Service non-profit seeking energetic, creative, team-oriented individual to become part of our dynamic team

Job Purpose:

The Case Manager plays a lead role in the management of service planning and delivery of intensive, comprehensive case management services for tenants of the Zizzo House and HOH Housing services. The Case Manager helps to coordinate the communication about tenant care and services among the team members and with other providers to assist tenants in meeting housing, health, education/employment, and other key goals.

Areas of Responsibility:

1. Coordinate intensive case management and service planning and delivery for tenants including families based on assessment and acuity indexing process.
2. Provide creative outreach and engagement activities to connect with tenants on caseload at least weekly to assess needs, plan and support services, reduce risk and assist in skill building to meet goals, and to support the physical and emotional well-being of the tenants.
3. Assist tenants with housing search, application, inspection, lease-up, and apartment set up and move in processes.
4. Provide supports to assist tenant with lease compliance; advocate/mediate with landlord or property manager around apartment issues.
5. Meet with tenants to complete and document twice monthly review of goal progress; adjust strategies as needed.
6. Assist tenants with medical, mental health, substance abuse, supportive housing, parenting, legal issues, entitlements, employment, home and end stage care, as described in individualized service plans; advocate for such services and make appropriate referrals as needed.
7. Ensure housing first and harm reduction approach is incorporated into work; utilize strategies from Motivational Interviewing.
8. Participate in care coordination meetings with other case management staff, exchanging information about tenants, engagement strategies, services, and resources.
9. Assist the program manager in the intake/admission process for program applicants.
10. Develop and maintain referral networks with a variety of providers in the Greater Hartford CAN.
11. Set up and maintain tenant documentation, including assessments, acuity index, goal/service planning and progress notes including in Client Track data management system.
12. Develop and maintain working relationships with nursing staff and outside community health, housing, benefits, employment and service agencies which provide services to tenants including regular communications.
13. Transport residents to, and support them at, appointments; visits residents in the hospital, treatment, etc.
14. Provide services in a culturally competent manner and ensure trauma sensitive care.
15. Work to avert crisis; manage and report crisis and other emergency situations according to policy, training, and direction; involve supervisory/management personnel.
16. Communicate with team members, nurses and other staff interactions with tenants; assist with the coordination of care and support through team meetings, logs, contact notes, emails and voice mails, and in shift-change and care coordination meetings.
17. Support tenant activities and plan/facilitate events and groups as assigned.
18. Assist the management team to identify and solve problems and to adapt program to changing tenant and community needs.
19. Support interns/volunteers as assigned.
20. Maintain confidentiality.

General:

1. Maintain a thorough knowledge of agency and program policies, procedures.
2. Provide for the safety of staff and property of the Agency.
3. Attend and participate in agency and site/team meetings as required.
4. Perform other tasks consistent with the job purpose.

Qualifications:

B.A. and at least 2 years case management experience; strong organizational and communication skills required; Supportive housing experience and knowledge of and commitment to services related to HIV/AIDS, addiction and mental health, harm reduction. Fluency in Spanish and English preferred. Knowledge and proficiency in using computer applications, including standard Windows applications, along with valid driver's license and registered/insured vehicle and ability to lift and carry at least 25 pounds required.

Work Schedule and Benefits

1. Hourly position, 40 hour work week. Flexibility in the work schedule is expected with possible early morning, evening and weekend hours; occasional holiday coverage.
2. Compensation: commensurate with experience.
3. Paid time off and medical/dental/disability/life benefits as full time employee.

Send letter of interest & resume to: Mary Ellen Laskarzewski, Program Manager Housing Services, Hands On Hartford, 55 Bartholomew Ave, Hartford CT 06106.

Email melaskarzewski@handsonhartford.org

No phone calls please

Closing date 04/13/2018

AA/EOE