



Case Manager

Wanted: Versatile energetic individual to join our team at Hands On Hartford as a **Full Time Housing Case Manager** to play a lead role in the management of person-centered service planning and delivery of intensive, comprehensive case management services for HOH Housing Services.

Why work at Hands On Hartford: Hands On Hartford, located in the vibrant Parkville neighborhood of Hartford in partnership with others, strengthens community in Hartford by responding faithfully to people in need through programs that change lives and renew human possibility. We're a 52-year-old nonprofit that values diversity, team work, and takes a strengths based, collaborative approach to all we do.

As a Housing Case Manager: You will do many things including but not limited to:

- Coordinate intensive case management and service planning and delivery for tenants including families based on assessment and acuity indexing process
- 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
- Assist tenants with housing search, application, inspection, lease-up, and apartment set up and move in processes
- Assist tenants with medical, mental health, substance abuse, supportive housing, 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
- Ensure housing first and harm reduction approach is incorporated into work; utilize strategies from Motivational Interviewing, Seeking Safety, etc.
- Provide services in a culturally competent manner and uphold elements of trauma sensitive care
- Transport residents to, and support them at, appointments; visits residents in the hospital, treatment, etc.
- Maintain confidentiality

You may be a good fit if you:

- Believe in our mission and core values
- Bachelor's degree (B.A.) from four-year college/university or two-three years' related experience and/or training
- Strong organizational and communication skills required

- Have a demonstrated knowledge, interest, & experience in services/issues related to HIV, homelessness, substance abuse/mental illness
- Have a demonstrated ability and experience engaging/supporting individuals and in crisis management
- Have knowledge and proficiency in using computer applications, including standard Windows applications
- Fluency in Spanish and English preferred
- Have a valid driver's license, registered and insured motor vehicle and ability to lift and carry at least 25 pounds

When: Hourly position, 40-hour work week, generally Monday through Friday. Flexibility in the work schedule is expected with possible early morning, evening and weekend hours; occasional holiday coverage, rotating on-call responsibilities as scheduled.

What we offer full time employees:

- Generous medical/dental/disability/life benefits
- Dedicated, diverse, and friendly co-workers
- Paid time off – 11 holidays, vacation, personal time, and sick leave
- 401 K contribution and employer match
- Free on-site parking

If this sounds like a good fit to you:

Send letter of interest & resume to: Abbie Kelly, Director of Program Services and Evaluation

Hands On Hartford, 55 Bartholomew Ave, Hartford CT 06106.

Email akelly@handsonhartford.org

Closing date: 6/25/21

AA/EOE