



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 Housing Services. Help 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.

Why work at 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 54-year-old nonprofit that values diversity, team work, and takes a strengths-based, collaborative approach to all we do.

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.

Pay: Range \$19-\$26 per hour.

Sign On Bonus – up to \$3,000

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 person-centered outreach and engagement activities to connect with, 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 residents.
- Assist tenants with housing search, application, inspection, lease-up, and apartment set up and move in processes.
- Provide supports to assist tenant with lease compliance; advocate/mediate with landlord or property manager around apartment issues.
- 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 person centered, housing first and harm reduction approach is incorporated into work; utilize strategies from Motivational Interviewing, Seeking Safety, etc.
- Transport residents to, and support them at, appointments; visits residents in the hospital, treatment, etc.
- Provide services in a culturally competent manner and ensure trauma sensitive care.
- Work to avert crisis; manage and report crisis and other emergency situations according to policy, training, and direction; involve supervisory/management personnel.

You may be a good fit if you:

- Believe in our mission and core values and commitment to diversity, equity and inclusion.
- Bachelor's degree 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
- Have a valid driver's license, insured vehicle and ability to lift and carry at least 25 pounds.

We care passionately about our employees and offer:

- Dedicated, diverse, and friendly co-workers
- Ability for a flexible schedule
- Competitive Salary
- **Sign On Bonus – up to \$3,000**
- Paid time off – 11 holidays, vacation, personal time, and sick leave
- Medical/dental/disability/life benefits
- 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, Co-Director Housing Services

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

Email akelly@handsonhartford.org

AA/EOE