**Wanted:** Versatile individual to join our team at Hands On Hartford as a Case Manager. 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 housing programs. 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. Provide on-call support to tenants and staff

**When:** 40 hours per week position

**Why work at Hands On Hartford:** Hands On 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.

**What you will do as a 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 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.
- Meet with tenants to complete and document twice monthly review of goal progress; adjust strategies as needed.
- 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.
- Participate in care coordination meetings with other case management staff, exchanging information about tenants, engagement strategies, services, and resources.
- Maintain and review log communication daily; be active in care coordination meetings and shift change reports to offer comments and suggestions for tenant services.
- Assist the program manager in the intake/admission process for program applicants.
- Develop and maintain referral networks with a variety of providers in the Greater Hartford CAN.
- Set up and maintain tenant documentation, including assessments, goal/service planning and progress notes including in Client Track data management system.
- 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.
• 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.
• 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.
• Support tenant activities and plan/facilitate events and groups as assigned.
• Assist the management team to identify and solve problems and to adapt program to changing tenant and community needs.
• Support interns/volunteers as assigned.
• Maintain confidentiality.

You may be a good fit if you:

• Believe in our mission and core values
• Have a minimum of B.A and at least 1 year related experience
• 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, registered and insured motor vehicle and ability to lift and carry at least 25 pounds

What we offer full time employees:

• Dedicated, diverse, and friendly co-workers
• Paid time off – 11 holidays, vacation, personal time, and sick leave
• Medical/dental/disability/life benefits
• 401(k) plan

If this sounds like a good fit to you:

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