

## Case Manager

### Overview

Working under the supervision of the Intensive Services Manager, Case Managers support participants in Permanent Supportive Housing, VA GPD and other programs who need more intensive supports to achieve or maintain housing stability. The goal of staff efforts is to assist individuals achieve/maintain stable housing and achieve other goals as outlined in an individual service plan.

### **General**

Works in accordance with HHC values and ethics standards including:

- Guests/participants, colleagues and volunteers treated with respect at all times.
- Complies with HHC personnel policies by maintaining appropriate boundaries concerning relationships with guests and respecting HHC rules regarding the use of HHC property.
- Avoids loud, threatening or derogatory language at all times unless an emergency situation requires special behavior.
- Maintains confidentiality of guest information both in and outside of work.
- Treats all guests and fellow staff members fairly in accordance with HHC guidelines and policies.
- Completes all checklists, incident reports, time cards and other written materials carefully and honestly.
- Collaborates actively with fellow staff members to achieve HHC objectives and improve services. Functions as a supportive team member enhancing the effectiveness of colleagues. Offers feedback as needed but in a respectful and open manner.
- Assumes responsibility for understanding and following HHC procedures, outside agency regulations, laws and standards applicable to his/her area of responsibility.
- Reports any ethical violations or significant failure to follow HHC policy to appropriate management staff.

## **Specific Responsibilities**

1. When assigned, complete initial orientation and assessments for new participants in accordance with HHC policies. Compile all required initial document of eligibility and includes in the case file.
2. When assigned as a participant's on-going support person, work effectively with assigned participants to complete service plans that are updated frequently.
3. Provide referrals and direct services as needed to facilitate implementation of service plans for assigned participants. Document all referrals as required by HHC policy.
  - a. Provide housing location support if needed.
  - b. With participant approval, maintain ongoing contact with landlord to identify any issues that could impact housing stability.
  - c. Monitor effectiveness of linkages to community-based supports to enhance impact on achieving participant's goals.
  - d. When needed provide crisis intervention supports.
4. Assess participant eligibility for financial assistance in accordance with HHC policies.
5. Document all services provided using progress note format. Allocate work effort to maximize face-to-face contact with participants.
6. At completion of case management services, complete exit package in accordance with HHC guidelines.
7. Maintain complete files for assigned case management participants including all required recertifications.
8. Participate in case conferences and follow-up on issues as agreed.
9. Conduct on-going engagement efforts to assigned participants who are not yet utilizing services. Document outreach efforts in the participant's file.

## **Application Information**

The ideal candidate for this position has strong communication and problem-solving skills. Background in human services a plus.

There are no specific education or experience requirements but ability to engage effectively with participants and meet funder documentation expectations is required. Training in program requirements and available resources will be provided. A valid

driver's license and a clean driving record is required. Bilingual individuals a significant plus.

This is a full-time position and requires in-person work. Compensation is \$20-\$22/hour based on experience.

### **Application**

Applications will remain open until a candidate is selected. Interested applicants should submit a resume and a detailed cover letter describing his/her relevant experience. Resumes without cover letters will not be reviewed. For a more information about the work of the New London Homeless Hospitality Center please check our website at NLHHC.org.

Applications may be submitted by email to:

Nicole Thomas  
Personnel Manager  
[personnel@nlhhc.org](mailto:personnel@nlhhc.org)

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