



Providing families a place to come home to.

**153 East Street 2nd Floor
New Haven, CT 06511
(203) 492-4866**

Job Description

Case Manager – Bridgeport Housing First Collaboration

Full time - Exempt

The Bridgeport Housing First Collaboration presents an innovative approach to ending homelessness and creating more affordable housing for an underserved population – the chronically homeless and others with significant barriers to housing. Collaborative partners include NHHR, Supportive Housing Works, Alpha Community Services (United Way), Bridgeport Housing Authority and Operation HOPE. The Collaboration will build on the expertise of each agency by providing clinical support, case management and housing coordination for individuals and families across the homeless spectrum. The collaborative partners will target the chronically homeless – the most frequent users of health care and ER services and traditionally those with serious mental illness and/or serious substance use issues.

Responsibilities

- Active participant and attendee of the Bridgeport Housing First Collaborative team meetings; no less than 3 times a week.
- On-going support and advocacy of the needs of participants. Acts as primary contact person for not less than ten and no more than 20 families. Acts as liaison to community / state agencies in developing and implementation care plans for participants.
- Assists Supportive Housing Works Team Leader in implementation and on-going program development.
- Conduct intakes as assigned, including completion of all relevant documentation associated program requirements. Maintains on-going client files, including care plans, correspondence and case notes.
- Locates and helps client secure appropriate housing arrangements.
- Assist participant(s) in identifying un-addressed needs related to benefits, education, housing, medical and other needs. Work with participant(s) to address identified needs.
- Maintain strict confidentiality concerning any consumer's personal information, medical information and HIV/AIDS status.
- Maintain records and statistics on participants as directed by NHHR Program Coordinator.
- Assist in program development and quality assurance activities as directed by Program Coordinator.
- Attend required training programs and community meetings as assigned.
- Develop a strong community profile within the homeless services and/or HIV/AIDS/behavioral health community as an advocate for participants.
- Mandated to report any witnessed or suspected child abuse or neglect to the Department of Children and Families.
- Attend regularly scheduled supervision, staff or other meetings as requested.
- Assist with special projects and complete other duties as assigned by Program Coordinator.

Qualifications

- BA/BS in an appropriate field or Associates Degree and three years human service experience required.
- Must have valid driver's license and access to own reliable transportation with proof of insurance. Twenty-four hour emergency coverage as necessary
- Ability to work independently and within a multidisciplinary team.
- Strong advocacy and computer skills.
- Desire to promote equal access and opportunity for homeless persons and persons with behavioral health issues.
- Experience in the provision of social services.
- Bilingual in Spanish preferred.
- Highly motivated, creative with excellent interpersonal skills.

Reports to:

The Case Manager reports to the Program Coordinator.

NEW HAVEN HOME RECOVERY INC. IS AN EQUAL OPPORTUNITY EMPLOYER; QUALIFIED APPLICANTS ARE ENCOURAGED TO APPLY.