Hill Health Center
Job Description

Title: Case Manager
Job Code: 
Department: BHD
Classification: Service Worker
Reports To: Program Director
FLSA Status: Non-Exempt

Summary
Reporting to the Program Director, the Case Manager is responsible for creating and maintaining an appropriate linkage system with various community agencies. The Case Manager advocates on behalf of the clients with community resources. Assists in engagement of clients into treatment, obtain entitlements and other basic needs, and take part in discharge planning.

HHC’s Expectations of all Employees
- Adheres to all HHC Policies and Procedures
- Conducts self in a manner that represents HHC’s Values at all times
- Maintains a positive and respectful attitude with all work-related contacts
- Communicates regularly with supervisor about Departmental and HHC concerns
- Consistently reports to work on time, prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates

Essential Duties and Responsibilities
- Coordinate referrals with other Providers in a timely and professional manner
- Follow-up with referral sources in a timely fashion as required
- Promote coordination of service delivery and prevent duplication of services
- Follow-up on results of services provided to clients in a timely fashion
- Actively advocate on behalf of the clients with community resources
- Facilitate psycho-educational groups as assigned
- Maintain client confidentiality at all times and ensure to follow agency, state and HIPPA laws
- Attend Provider’s meetings in the community to foster collaborative relationships
- Responsible for participating in discharge planning as needed including housing
- Complete applications for Basic Needs, transportation, housing and treatment programs in a timely fashion
- Coordinate with community agencies for outreach/engagement. Ensure to establish and maintain good working relationships with community agencies
- Attend and participate in team meetings
- Perform all other duties as assigned by the Program Director

Qualifications

Education: High School Diploma/GED required. Associate’s Degree, Bachelor’s Degree and/or CADAC preferred.
Experience: Human Service experience is preferred. Excellent working knowledge of New Haven community social and health service agencies is preferred.

Knowledge/Abilities: Excellent organizational skills are required to maintain the caseload. Ability to generate high level of client satisfaction. Knowledge and skills related to individual, group and family system dynamics. Knowledge of and demonstration of professional ethics are essential. Ability to work well with multi-disciplinary service providers. Must demonstrate age specific/population specific competencies in area(s) of practice. Knowledge and skills related to individual, group and family system dynamics. Must demonstrate cultural competence. Bilingual ability is desirable.

Physical Demands
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand or sit for extended periods of time. The employee must occasionally lift and/or move up to 40 pounds.

Travel within the State of Connecticut is required on a regular basis.

Acknowledgement of Receipt
I have reviewed this job description and understand that my supervisor can answer any questions I may have about what is expected of me in this position.

________________________________________
Employee Name

________________________________________
Employee Signature Date

Job Description Created: 1/26/09
Job Description Approved: