



Community Connections Case Manager

To apply for this position, please submit a cover letter explaining your previous work history and experience that would be complementary to this position, and your salary requirements.

Please submit a cover letter and resume to jobs@peaceneighborhoodcenter.org

****Do not call or use any other method to ask about this position****

Job Description

Collaborate with clients, families, community organizations, healthcare providers, and interdisciplinary teams to assess needs, coordinate services, advocate for clients, and address barriers affecting health, safety, housing stability, and overall well-being. Develop and maintain robust relationships with other community resource agencies to support the needs of community residents.

Conduct comprehensive client assessments and case management

- Build trusting relationships with clients through compassionate, person-centered communication while maintaining professional objectivity.
- Complete comprehensive assessments to identify medical, behavioral health, social, financial, housing, transportation, and community resource needs.
- Serve as the primary liaison between clients, families, healthcare providers, social service agencies, and community organizations.
- Conduct in-person, virtual, and telephone visits to assess client needs and monitor progress.
- Utilize crisis intervention and de-escalation techniques to manage individuals experiencing emotional distress or behavioral challenges effectively.
- Identify immediate safety concerns and coordinate appropriate emergency or crisis services when necessary.
- Maintain accurate, timely, and objective documentation of assessments, interventions, referrals, care plans, and client outcomes in the electronic case management system.
- Protect client confidentiality while maintaining compliance with Peace organizational policies and the HUB Coalition's agreed-upon client-sharing procedures.

Coordinate services and implement individualized care plans

- Develop individualized service plans based on client goals, strengths, and identified barriers.
- Coordinate referrals to community-based programs, healthcare providers, behavioral health services, housing agencies, food assistance programs, transportation services, employment resources, and financial assistance programs.
- Monitor client progress and adjust service plans as needs change.
- Maintain ongoing communication with clients and community partners to ensure continuity of services.
- Advocate for clients to reduce barriers to accessing healthcare, housing, education, employment, and supportive services.
- Collaborate with multidisciplinary teams to promote coordinated, client-centered care.

Independently manage complex caseloads

- Manage a diverse caseload of clients with varying levels of complex needs.
- Prioritize urgent client needs while balancing multiple competing responsibilities and deadlines.
- Investigate barriers to successful service delivery and develop creative, solution-focused interventions.
- Prepare reports, correspondence, resource documentation, and case summaries as required.
- Maintain ongoing follow-up with clients to evaluate outcomes and ensure successful connection to community resources.

Promote quality improvement and service collaboration

- Identify trends affecting client outcomes and recommend strategies to improve service delivery.
- Collaborate with HUB Coalition members and organizational leadership to strengthen partnerships and improve access to services.
- Participate in interdisciplinary meetings, case conferences, and quality improvement initiatives.
- Analyze program data to support continuous quality improvement efforts and demonstrate program effectiveness.
- Participate in HUB Coalition organizational committees and initiatives focused on improving client engagement, care coordination, and community partnerships.
- Exercise sound independent judgment while making decisions within the scope of case management responsibilities.

Support community collaboration and resource coordination

- Develop and maintain robust relationships with community resource agencies, staying up to date on available services and service changes.
- Participate in community-wide service networks and convenings to represent the HUB Coalition.
- Work positively with community agencies that are not members of the HUB Coalition to address applicants' service needs.
- Professionally represent the HUB Coalition in all informal and formal opportunities.

Required Qualifications

- Bachelor's degree in Social Work, Human Services, Psychology, Public Health, Healthcare Administration, or a related field; or an equivalent combination of education and experience.
- Three to five years of experience in case management, care coordination, social services, community health, behavioral health, or a related healthcare setting.
- Demonstrated knowledge of community resources and social service systems.
- Strong written, verbal, and interpersonal communication skills.
- Experience coordinating care across multiple providers and community organizations.
- Ability to assess complex client needs and develop individualized service plans.
- Experience maintaining accurate electronic documentation and managing confidential information.
- Ability to manage multiple priorities while maintaining high-quality client-centered services.

Skills and Abilities

- Ability to work independently while collaborating effectively with interdisciplinary teams.
- Strong assessment, critical thinking, and problem-solving skills.
- Excellent conflict resolution, crisis intervention, and de-escalation abilities.
- Demonstrated ability to build rapport with individuals from diverse backgrounds.
- Excellent organizational and time management skills.
- Knowledge of motivational interviewing, trauma-informed care, and person-centered service delivery.
- Experience with quality improvement initiatives and data collection is preferred.
- Training in case management, crisis intervention, conflict resolution, motivational interviewing, behavioral health, or community resource navigation is highly desirable.

Reports to: Peace Executive Director

40 hours/week; Monday-Friday: 9 am-5 pm; will include some evenings and weekends, although weekly adjustments to the schedule are possible.

Salary Range: \$45,760 - \$52,000

Health Benefit: Blue Cross PPO paid for employee; additional Aflac Policy and Retirement Savings Package (403-B)

Paid Vacation and Holidays:

- Two weeks vacation, one personal day, and birthday
- Holidays including MLK, Memorial Day, Juneteenth, July 4th, Labor Day
- Thanksgiving (Thursday & Friday)
- Christmas Eve and Day
- New Year's Day

DISCLAIMER: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel so classified.