



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

**Job Description
Supportive Housing Program (SHP) Case Manager
Full time - Exempt**

New Haven Home Recovery, Inc. (NHHR) is a private nonprofit organization serving single women who are heads of household and their children in the provision of emergency housing, scattered site apartments, case management, service coordination and housing advocacy. It is our mission to promote the independence of women and children confronting homelessness, HIV/AIDS, and behavioral health issues in a supportive environment where their potential can be realized.

Responsibilities:

- On-going support and advocacy of the needs of clients.
- Acts as primary contact person for not less than eight and no more than 20 clients/families.
- Acts as liaison to community / state agencies in developing and implementation care plans for clients.
- Maintains on-going client files, including care plans, correspondence and case notes.
- Locate and help client's secure appropriate housing arrangements.
- Assist clients in identifying un-addressed needs related to benefits, education, housing, medical and other needs.
- Work with clients to address identified needs.
- Maintain strict confidentiality concerning any client's information, living information and HIV/AIDS status.
- Maintain records and statistics on clients as directed by Program Coordinator.
- Assist in program development and quality assurance activities as directed by Program Coordinator.
- Determine rental subsidy amounts on a monthly basis for each client and submit such documentation to Program Coordinator timely.
- Create awareness; educate policy makers on issues relevant to the needs of clients.
- Attend required trainings programs and community meetings as assigned.
- Develop a strong community profile within the homeless services and/or HIV/AIDS community as an advocate for clients.
- Attend regularly scheduled supervision, staff and or other meetings as requested.
- Mandated to report any witnessed or suspected child abuse to the Department of Children and Families.
- Assist with special projects and complete other duties assigned by Program Coordinator.

Qualifications:

- Desire to promote equal access and opportunity for homeless persons and persons with HIV/AIDS.
- Experience in the provision of social services.
- Bilingual/Bicultural preferred.
- Highly motivated, creative with excellent interpersonal skills.
- Ability to provide comprehensive, intensive services to the homeless.
- Strong advocacy.
- Excellent computer skills a must.
- Ability to work with a group or independently.
- Access to reliable transportation.
- Twenty-four hour emergency coverage as necessary.
- BA/BS in an appropriate field or Associates Degree and three years human service experience required.

Reports to:

The SHP Case Manager reports to the SH Program Coordinator.

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