

HOUSING AUTHORITY OF THE CITY OF NEW HAVEN

360 Orange Street
New Haven, CT 06509
Phone: (203) 498-8800 / TDD 711
Fax: (203) 497-8202

JOB DESCRIPTION

JOB TITLE: CED Case Worker

EXEMPT:

SALARY LEVEL: **Minimum:** \$52,740.58

EMPLOYEE REPORTS TO: CED Director

PREPARED BY: _____

DATE: August 5, 2024

EXPIRATION DATE: November 27, 2024

SUMMARY

The role of the is a substantially independent position with full responsibility for the administration of all aspects of oversight of CT Ink and crisis intervention. The Community & Economic Development (CED) Case Worker position works with families within Elm City Communities and families of New Haven Community to provide wrap-around, trauma informed care coordination. CED Case Worker are a vital member of the Integrated Care for Kids (InCK) system of care in New Haven.

The CED Case Worker will provide Intensive Care Coordination for members receiving Healthcare for Uninsured Kids and Youth (HUSKY) and Medicaid/CHIP insurance living in specific New Haven zip codes. CED Case Worker serve as a family's first point of contact and works to engage, educate and empower families to help them address their physical, mental, and social drivers of health needs. Employing a strengths-based approach through a trauma informed, anti-racist lens, the CED Case Worker coordinates the member/family healthcare needs through the process of needs assessment, identifying family's strengths and aspirations and helping link them to human services geared toward achieving positive, holistic outcomes and seamless care integration.

ESSENTIAL FUNCTIONS

1. Provide the Integrated Care for Kids service model to members and families assigned.
2. Utilize selected technology platforms for conducting needs assessment, care planning development, referrals and documentation. Maintain policies and standards for data management, privacy and confidentiality, HIPAA, security, and reporting as required to maintain compliance.
3. Conduct outreach and engagement activities for Residents including the members home and settings in the community
4. The CED Case Worker will be the Single Point of Contact for member/family and Care Team (Core Child Services and other providers of choice) Assemble, coordinate and host the CED CASE WORKER Care Team to include identified Core Child Service providers, member/family informal and formal supports, health care providers and practitioners including but not limited to medical/physical, mental/behavioral, dental, specialty care, Ob Gyn, and CBOs meeting SDOH needs.
5. Develop, coordinate and manage family-centered Care Plan and Care Team Meetings with Residents.

6. Participate in scheduled meetings with assigned CT InCK CHO (Community Health Organizer) for quality assurance, monitoring and coaching, community education, training and education, feedback, and reporting.
7. Participate in scheduled meetings with the Learning Collaborative of CT InCK Providers “System of Care”.
8. Participate in public and private convening’s that promote learning, collaboration, and equity for Residents and the CT InCK system of care/community as available.
9. Complete all Training requirements.
10. Maintain a trauma-informed, anti-racist, equity approach to improve the health and well-being of children, families, neighborhoods and community.
11. Complete all necessary documentation written in a billable and timely manner consistent with all standards and regulations
12. Intervening and assessing individuals' safety and mental status during crises.
13. Providing emotional support and conduct canvases throughout the portfolio of developments
14. Guide inter-agency engagements with participants facing serious crisis.
15. Offer services and provide assistance to all participants by strategizing with partnering agencies to overcome client or resource challenges.
16. Provide timely and informative responses to stakeholders.
17. Linking individuals with community resources.
18. Assessing safety and immediate needs of clients.
19. Performs all other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Familiarity with the New Haven community and New Haven area resources
2. Strong collaboration, organization and community engagement
3. Proven ability in care coordination, case management, working with children and families
4. Proven ability in complex problem-solving and critical thinking skills
5. Comfortable with technology, provider referral and member data systems; experience with
6. electronic health/medical records a plus
7. Team Management and/or Group Facilitation experience

8. Documentation and Reporting experience.
9. Ability to develop program procedures and administrative systems.
10. Ability to handle confidential information in an appropriate manner.
11. Bilingual in Spanish, preferred but not mandatory

EDUCATION AND EXPERIENCE

- Bachelor’s degree in Mental Health/related field preferred or relevant lived experience
- Community Health Leadership training/completion is a plus
- Training/Certification in WRAParound Care Coordination model a plus
- Knowledge of social services, neighborhoods, political landscape and community stakeholders throughout greater New Haven

APPLICATION AND SUBMISSION

THE HOUSING AUTHORITY OF THE CITY OF NEW HAVEN RESERVES THE RIGHT TO CONSIDER APPLICATIONS AND RESUMES UPON RECEIPT AND MAKE EMPLOYMENT DECISIONS ACCORDINGLY UNTIL ALL POSITIONS ARE FILLED.

All applications and resumes must be in the Human Resource Office on or before November 27, 2024.

Job descriptions & Applications may be obtained from HANH at 360 Orange Street, New Haven, CT 06511. Resume submission without applications to the address above, Fax number (203) 497-8202, e-mail to jobs@newhavenhousing.org or call (203) 497-8434 / TDD 711, between the hours of 9:00 - 5:00 p.m. weekdays. The Housing Authority accepts applications only for positions it is trying to fill. If an applicant requires further information, please call the HR Office at (203) 498-8800 Ext. 1025. Disabled are encouraged to apply.

AN EQUAL OPPORTUNITY EMPLOYER M/F/V