
JOB DESCRIPTION

JOB TITLE: Intensive Case Manager
EXEMPT: Yes
SALARY LEVEL: X Minimum: **Maximum:** \$65,000
EMPLOYEE REPORTS TO: Director of CED
NON BARGAINING STATUS: None
PREPARED BY: LM **DATE:** June 1, 2025
EXPIRATION DATE:

SUMMARY

This is a highly responsible position. The job is performed with considerable independence of judgment and decision making within the constraints of regulations under the direction of the Director of Community and Economic Development. The Intensive Case Manager supports low-income families facing multiple barriers to stability by providing intensive, hands-on case management. This role focuses on strengthening family systems, improving housing and financial stability, and connecting families to critical services. The goal is to help families move from crisis to self-sufficiency through individualized, wraparound support. The incumbent will work closely with Resident Services and Family Self Sufficiency staff on the development of action plans, goals and recommendations to help promote self-sufficiency. The incumbent will determine need for referral to a community mental health provider for services, i.e. crisis intervention, individual, group, and/or family therapy. Advocates for and develops networks of social and clinical services to assist clients in meeting identified needs.

ESSENTIAL FUNCTIONS

1. Conduct initial assessments to identify family needs, including housing, income, food security, childcare, education, and health.
2. Develop and implement comprehensive service plans in partnership with each family, with clearly defined short- and long-term goals.
3. Provide regular case management through home visits, phone calls, and community-based meetings.
4. Assist families in accessing housing, employment, childcare, food assistance, healthcare, and public benefits (e.g., SNAP, TANF, Medicaid).
5. Help families navigate school systems, early childhood education programs, and parenting resources.
6. Maintain collaborative relationships with local social service agencies, schools, landlords, and community organizations.

7. Advocate on behalf of families to ensure they receive equitable access to resources and services.
8. Provide crisis intervention, problem-solving support, and referrals to mental health or domestic violence services when needed.
9. Track family progress through documentation and data entry into case management systems; ensure compliance with program requirements.
10. Participate in team meetings, case reviews, and trainings to support continuous improvement and service quality.
11. Completes reports as required by HANH including a monthly report to the CED Director.
12. Consults and collaborates with supportive services provider's, contracted with HANH to provide site based behavioral health treatment/services, to improve delivery of services to residents and to monitor contract.
13. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Above average written and oral communication skills.
2. Ability to develop program procedures and administrative systems.
3. Ability to conduct social service needs assessments of participants
4. Ability to assemble and analyze factual information for the purpose of developing proposed courses of actions and comprehensive solutions to program related issues.
5. Ability to handle confidential information in an appropriate manner.
6. Skills to develop and maintain public/private partnerships with local mental health providers.
7. Knowledge of HUD regulations.
8. Sophisticated knowledge of basic office computer software including internet and e-mail systems
9. Bilingual in Spanish, preferred but not mandatory

EDUCATION AND EXPERIENCE

- Bachelor's degree in Social Work, Human Services, Family Studies, or a related field (Master's preferred).
- Minimum of 2 years of experience working with low-income or underserved families.
- Deep understanding of poverty, trauma-informed care, and social service systems.
- Strong interpersonal and communication skills; ability to build trust with families of diverse backgrounds.
- Skilled in coordinating services, problem-solving, and advocating across systems.

- ☐ Organized and detail-oriented with the ability to manage multiple cases.
- ☐ Bilingual (Spanish/English or other language) preferred but not required.
- ☐ Valid driver's license and reliable transportation required for fieldwork.

APPLICATION AND SUBMISSION

All applications and resumes must be in the Human Resource Office on or before filled.

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.

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, TDD number (203) 497-8434, 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