

CASE MANAGER / OUTREACH WORKER

DATE: 7/21/2020

REPORTS TO: MANAGER OF RESIDENT SERVICES

POSITION SUMMARY: A staff position focused on case management, coaching, referral, outreach, and recruiting of families living in assisted housing. Works with families to identify needs and establish goals toward economic empowerment, educational advancement, health and wellness, civic engagement and leadership. Recommend services, education and training opportunities to meet client needs. Monitors and reports on the families' progress and outcomes. This position is part of a HUD-funded Choice Neighborhoods Initiative and will be stationed at a newly created EnVision Center.

ESSENTIAL FUNCTIONS:

1. Develops and implements creative marketing strategies and community outreach services to engage adults to ensure maximum participation.
2. Interviews participating residents and potential families, conducts periodic surveys and assessments and gathers pertinent information concerning their present needs and challenges. The assessment tool should identify the household's skills, barriers to economic and housing self-sufficiency, and preliminary service needs at baseline. Works with participants to develop and maintain an Individualized Training and Services Plan (ITSP). Updates information on household needs routinely.
3. Works collaboratively with participants and community service providers to problem solve and encourage residents to achieve self-sufficiency while removing and resolving barriers to employment, education, and health and wellness.
4. Refers residents to appropriate community service providers. Monitors and evaluates their progress in order to assist them in achieving their goals.
5. Establishes and maintains partnerships to identify job opportunities. Locates job openings for residents based on their individual skills and abilities. Works with participants on an individual basis regarding their job search progress and career development activities.
6. Familiar with area community and civic organizations, service providers, health and wellness providers, and businesses to serve participants. Establishes and maintains partnerships. Stays in contact with participating agencies and businesses to insure they fulfill their commitments.

7. Works with self-sufficiency and service coordinator team members and partners to identify, coordinate, and increase participation in self-sufficiency activities. Schedules and promotes programs and workshops related to post-secondary education, financial literacy, homeownership planning, employment, health and wellness, civic engagement and leadership. Recruits participants for program participation.
8. Develops and implements metrics measuring participation and program outcomes on individual and agency-wide basis, preparing participation and outcome-based reports and dashboards as necessary. Tracks resident-level outcomes for adults being served by the initiative. Provides reports as required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

1. Bilingual Spanish preferred.
2. Ability to develop and maintain cooperative relationships with participating families, authority staff, employers, outside agencies (both public and private), and social service providers
3. Position requires initiative, resourcefulness, experience as a “self-starter” and time management skills.
4. Ability to manage large caseload of families with diverse needs.
5. Ability to manage multiple tasks and meet deadlines in an organized manner under limited supervision.
6. Proven ability to communicate effectively orally and in writing.
7. Ability to work both independently and collaboratively in a team environment to ensure that program requirements are met.
8. Experience with social media marketing and outreach preferred.
9. Proficient PC skills required.

EDUCATION AND EXPERIENCE:

1. Graduation from an accredited college or university with a Bachelor's degree in a social science, human services, counseling, or a related field.
2. Minimum of two (2) years of experience in an area directly related to position.
3. Extensive experience in an area directly related to the position may substitute for the college degree requirements, provided candidate for

position can demonstrate that he/she has satisfactorily completed at least two (2) years of college.

SPECIAL REQUIREMENTS:

1. Possession of a valid State of Connecticut Driver's License.

This position will remain OPEN until filled. Please send a cover letter along with resume to nruffi@norwalkha.org. Salaried full-time position with benefits. NO PHONE CALLS. EOE