POSITION: Case Management Team Lead and Housing Program Coordinator

RESPONSIBLE TO: Client Services Manager

LOCATION: Fort Collins, Colorado

CASE MANAGEMENT DUTIES:

- Provides intensive case management, based on level of need, to a caseload of assigned.
- Responsible for ensuring that the satellite office in Greeley operates smoothly and efficiently during the two days that it is currently open each week.
- Maintains ongoing, proactive contact to assess client’s physical and psychosocial status and needs through personal visits, telephone and written contacts.
- Conducts comprehensive intake and needs assessments to identify client needs, including but not limited to:
  - Access to healthcare and the client’s ability to self-manage and actively participate in healthcare
  - Adherence to medication and medical treatment
  - Short term and long term housing needs
  - Income stability including employment needs and eligibility for public benefits (SSI, SSDI, Medicaid, Medicare, etc)
  - Mental health and substance use issues using program specified assessment tools
  - Food and nutrition
  - Risk reduction counseling
- Develops strategies and goals through Individual Wellness Plans, in conjunction with clients, to meet identified needs.
  Regularly updates individual wellness plans according to program policies and standards of care.
- Maintains quality and timely session documentation on all client interactions.
- Collects service eligibility documentation in a timely manner according to program policies.
- Assess caseloads on a monthly basis to determine client acuity. Collaborates and coordinates services with other HIV/AIDS service providers and community agencies.
- Identifies internal and external resources to meet client needs, and refers clients accordingly.

TEAM LEAD DUTIES:

- Makes operational, tactical level decisions on a day to day basis
- Sets expectations of teamwork within and across departments and models collaborative behavior
- Assists with training and on-boarding case management staff
- Understands and communicates the strategic direction, along with relevant policies and procedures to staff members
- Works closely with the Client Services Manager to identify training and support needs for case management staff

HOUSING PROGRAM DUTIES:

- Coordinates the local HOPWA program by completing housing inspections, recertification’s, and managing wait list
- Works with administrative housing staff to ensure compliance with HOPWA policies and procedures as well as grant requirements
REQUIRED QUALIFICATIONS: Bachelor’s Degree in Human Services, Public Health, Social Work, or related field preferred but will also consider equivalent experience. Previous case management and/or human service experience required as well as strong written and verbal communication skills required. Understanding of professional boundaries and ethics. Excellent organizational and time management skills. Must have a positive attitude and critical thinking skills. Respect and sensitivity for cultural differences including but not limited to: LGBTQ+ individuals, people who use illicit substances, people who are insecurely housed and/or are homeless, and people who are experiencing mental illness. Ability to work constructively both within a team and independently. Must have basic computer skills including Microsoft Office Suite. Reimbursable regional travel and a valid Colorado Driver’s License required.


How to Apply: E-mail your resume and cover letter to Kyla Pfeif, Client Services Manager. Put "Case Management Team Lead" as the subject line to ensure that your application is reviewed.

kyla.pfeif@coloradohealthnetwork.org

Close date for this position is Friday, July 10th at 5pm.

No phone calls accepted

Equal Opportunity Employer

Position is not final until background check is completed