



Job Title: Haitian Response Initiative Case Manager (Temporary-Full time)

Qualifications

- Case management: 1 year of experience
- Bilingual English/ Haitian Creole

Full Job Description

Who We Are: Haitian American Community Coalition, Inc. (HCC) is one of the leading community-based organizations in central Brooklyn providing access to free resources, low to no cost direct care, preventative and supportive services to a large Caribbean-American population regardless of their socioeconomic conditions. HCC has been a long-time trusted source to the marginalized, underserved and most vulnerable (immigrants, seniors and working poor) who seek help in the areas of stable housing, benefits, food security and primary care from an organization who understands cultural and ethnic traditions. Some of HCC's core programming include HIV/AIDS prevention and education, testing and linkage to care, mental health counseling and support, supportive housing, benefits navigation, and a free weekly fitness program.

The Haitian Response Initiative is made available by the New York City Mayor's Office of Immigrant Affairs (MOIA) and the New York City Department of Social Services/ Human Resources Administration (HRA) to provide case management services in response to the high-volume influx of migrants to New York City.

Position: Case Manager

Reports To: Executive Director/Associate Executive Director

Location: 3807 Church Avenue, Brooklyn, NY 11203

Essential Duties and Responsibilities: The person filling this position is expected, under close supervision, to: (1) provide support to primarily Haitian migrant individuals and/or families requiring immediate social service assistance; (2) assess applicants for services and develop service plans and goals with client input; (3) provide referrals to community resources for participants; (4) Create and maintain participant files; (5) provide all required information for weekly reports; including the following:

- Initiate and maintain regular contact with a case load of at least 85 individuals.
- Conduct weekly initial intake and/or assessment of participants 'situations.
- Prepare all written assessment narratives based on interviews with participants.
- Coordinate and submit all participant assessment documentation within 48 hours to Executive Director.
- Inform Executive Director of all referrals made per participant.
- Coordinate with HCC program managers and general staff to connect and/or enroll MOIA participants in all other relevant HCC programs.
- Enroll interested participants into ESL program.
- Enroll interested participants into mental health support group.
- Establish trusting relationships with families.
- Assist participants with completing HCC intake applications/forms as well as applications for benefits and entitlements.
- Communicate with outreach coordinator to conduct street/creative outreach in order to recruit participants.
- In collaboration with participants, prepare initial and periodic revisions of service plans, including short-term and long-term participant goals.

- Assist participants in attaining their goals by identifying community resources for participants and by making referrals to appropriate services both within and outside HCC.
- Follow-up with participants and with referral organizations regarding participant contact and progress with referral organization.
- Work with participants to overcome barriers to goal achievement and assist participants in advocating for themselves.
- Monitor and document participants' progress toward their goals and track dates achieved (via regularly scheduled telephone contact, face-to-face office visits, and progress notes etc.).
- Participate in weekly Case Conferences.
- May follow-up with participants for a period of time after successful completion of their primary goals to assure participant stability.
- Act as liaison/advocate with outside organizations regarding such matters as immigration, healthcare, housing, legal issues, etc.
- Recommend and implement strategies to persuade participants to participate more fully in the program.
- Maintain professional relationships with clients and client confidentiality.
- Comply with all Federal, State, City and HCC security and privacy policies intended to protect the security and privacy of individually identifiable health information.
- Tasks may be modified, expanded and/or assigned over a period of time.

MINIMUM EDUCATION/ EXPERIENCE REQUIRED:

-High School diploma or GED and 4 years of experience and/or equivalent experience.

-Experience working with or assisting high needs/ vulnerable children and families in a community setting.

OTHER REQUIREMENTS:

- Some evenings and/or weekends may be required.
- Bi-lingual Haitian-Creole/English
- Ability to establish trusting relationships and work effectively with mothers, fathers, and extended family.
- Ability to accept individual differences and to work with the culturally diverse populations that are present within communities served.
- Strong listening skills
- Ability to identify family strengths and provide strengths-based support.
- Ability to be satisfied with on-going projects where positive outcomes are not often immediately apparent.
- Emotionally mature and capable of exercising sound judgment.
- Knowledge of infant and child development. Belief that children need to be nurtured.
- Open to reflective practice and supervision.
- Ability to handle stressful situations.

All new hires must provide proof of vaccination against the COVID-19 virus unless they have been granted a reasonable accommodation for religious or medical reasons. If you are offered employment at HCC, this requirement must be met by your date of hire, unless a reasonable accommodation is received and approved by HCC.