



Hands On Hartford/Peter's Retreat
Position Title: Care Manager/Team Leader

Job Description Summary: The Care Manager/Team Leader plays a lead role in the management of service planning and delivery for residents with HIV/AIDS living in a congregate setting, as well as for families and individuals in a scattered-site program. The Care Manager/Team Leader supervises several residential counselors/residential support staff and helps to coordinate the communication about resident care among three care management teams and other staff.

Reporting Responsibilities: The Care Manager/Team Leader reports and is responsible to the Services Manager.

Position Responsibilities include:

- 1) Coordinate case management and service planning for approximately 10-15 residents and/or scattered-site participants including families;
- 2) Meet with each resident on caseload individually *at least* weekly to assess needs, plan and support services, and assist in skill building to meet goals, and to monitor the physical and emotional well-being of the residents; meet with other residents (not on caseload) as needed to provide support and crisis intervention; meet with assigned scattered-site families at least monthly;
- 3) Assist residents/families with medical, mental health, substance abuse, supportive housing, legal issues, entitlements, employment and home care, as described in individualized service plans; advocate for such services and make appropriate referrals as needed;
- 4) Participate in care management meetings with other care management staff, exchanging information about clients, services, strategies and resources;
- 5) Assist services manager in the hiring of residential counselors for care teams;
- 6) Provide leadership, supervision, training, support and evaluation to one team of residential counselors/residential support staff who work on 1st, 2nd, 3rd and weekend shifts;
- 7) Review log communication daily; be active in shift change reports to offer comments and suggestions for resident care;
- 8) Assist the services manager in the screening/admission process for program applicants by interviewing potential residents;
- 9) Develop and maintain referral networks for program participants;
- 10) Set up and maintain client documentation, including service planning and progress notes;
- 11) Develop and maintain working relationships with outside community health, housing and service agencies which provide services to residents;
- 12) Assist the program director in development, implementation and review of program policies and regulations;
- 13) Assist the management team to identify and solve problems and to adapt program to changing resident/community needs;
- 14) Assist in the management of the program, including chef, maintenance specialist, and others, in the absence of the program managers;

- 15) Support interns/volunteers as assigned;
- 16) Participate in staff, program participant and agency meetings/trainings as required;
- 17) Implement and follow policies & procedures of Hands On Hartford and program;
- 18) Maintain confidentiality;
- 19) Serve as a flexible team member to provide additional services as needed.

Qualifications: B.A. and at least 3 years case management experience; strong organizational and communication skills; minimum of 2 years supervisory/administrative experience preferred; computer skills; reliable transportation, license, insurance required. Supportive housing or residential program experience and knowledge of and commitment to services related to HIV/AIDS, addiction and mental health and fluency in Spanish and English preferred.

Work Schedule: Mondays- Fridays; occasional early morning, evening and weekend hours; rotating on-call responsibilities.

Compensation: This position has a salary range of \$34,000 - \$41,000, depending upon experience, degree and credential; plus comprehensive benefits.

To Apply: Send resume and cover letter to:

Director, Program Services
Hands On Hartford (formerly Center City Churches)
40 Pratt Street, Suite 210, Hartford, CT 06103
or
email: bshaw@handsonhartford.org

Hands On Hartford is an equal opportunity/affirmative action employer.