



Job Title: Healthy Homes Case Manager
Classification: Full time
Exempt Status: Nonexempt
Reports to: Healthy Home Manager
Department: Healthy Homes
Direct Reports: None

Program Description: The Healthy Homes program assists households in alleviating house-related health and safety hazards that cause multiple diseases and injuries in the home. The eight ‘Keep It’ Principles guide our mission to enabling healthier homes are dry, clean, safe, pest-free, contaminate-free, thermally controlled, ventilated and maintained. This is done by locating, reducing and eliminating hazards such as mold, lead, allergens, asthma, carbon monoxide, safety risks, pests, radon, and more that affect the health and quality of life.

Position Description: Not your typical Case Manager, mix of case management and direct services with client. Work with individuals and/or families to create lasting change in the health of a home. Engage contractors for technical service needs and coordinate case plan for clients. Case Manager will act as liaison between CAAGKC and community partners.

Minimum requirements:

1. Bachelor degree in Social Work, Human Services, or a related field
2. Experience providing housing, environmental health or public health assistance to individuals or families
3. Ability to read, comprehend, and follow training manual guidelines and procedures
4. Ability to work with the public
5. Excellent listening, writing and assessment skills
6. Experience with email, facsimile machine, scanner and copier
7. Proficient in alpha-numeric filing, Microsoft Office products: word, excel, and outlook and ability to learn State agency database
8. Reliable transportation, valid driver license and maintain active car insurance
9. Some evenings and weekends required occasionally

Preferred qualifications:

1. Health Education Specialist or Health Home Specialist Credential
2. Experience with home maintenance a plus
3. Problem solving skills
4. Experience working with contractors
5. Community health worker experience

Essential job functions:

1. Conducts home visits to assess family living environment and gather environmental samples and measurements to determine the need and develop environmental reports
2. Ability to work with families who have multiple and serious problems
3. Obtain medical history and housing status through health questionnaires
4. Develop action plans for participants including goals, strengths, priorities, referrals and services to be provided
5. Communicate with supervisor, team, clients and community partners on a consistent basis, ensuring success of referrals and partnerships



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6. Connect families with needed community resources, follow up with families and agencies to document the use and success of referrals
7. Interact with community resources on behalf of clients
8. Document all interactions into database and assign tier to home base findings
9. Maintain inventory of supplies and materials
10. Fulfill mandatory education requirements for obtaining and maintaining all credentials
11. Ability to schedule appointments and adhere to deadlines
12. Perform excellent customer service to customers, vendors, and staff by telephone, in person and/or in writing
13. Adjust to frequent change in duties and procedures
14. Be non-judgmental and objective in working with clients, vendors and coworkers
15. Work independently and/or team setting
16. Perform community outreach and facilitate educational workshops
17. Ability to work effectively and efficiently in high stress situations
18. Represent CAAGKC at special events, meetings and/or remote locations to collect and/or inform applicants of programs and services
19. Inform participants of other CAAGKC programs and services they may qualify for
20. Any other duties as assigned

Physical Demands:

Sitting	20%	Standing	60%
Bending	10%	Lifting	10% ability to lift at least 25 lbs. or less

Work Environment:

Inside	30%
Outside	70%