



Job title	<i>Manager of Support Services & Case Management</i>
Reports to	<i>Deputy Director</i>
Start Date	<i>January 2021</i>
Position Type	<i>Full-Time</i>

Job purpose

The New Haven Pride Center seeks a passionate and energetic leader to maintain and continue to expand the New Haven Pride Center’s case management program. Primary components to this work are : (1) referrals to services including housing, mental health and physical health services, and other basic needs services, (2) an LGBTQ+ competent and trauma informed resource network, (3) a series of support and social spaces, and (4) a community food and clothing pantry.

Duties and responsibilities

- Develop and maintain the Center’s LGBTQ+ Case Management program
- Case Management Duties and Responsibilities:
 - Manage and oversee all in-take calls, texts and form submissions
 - Schedule in-person and virtual appointments with clients
 - Assist with referrals to both in-house and external services
 - Screen for housing needs and help place them in housing and housing assistance programs
 - Maintain professional relationships with area service providers and healthcare professionals
 - Maintain and manage requests through the Unite Us and other referral platforms
- Resource Network Duties and Responsibilities:
 - Oversee the Center’s Resource Network
 - Research new resources for the Resource Network
- Support and Social Spaces Duties and Responsibilities:
 - Maintain quarterly check-ins with support and social group leaders
 - Field incoming requests for new support and social spaces within the Center
 - In partnership with the Community Impact Manager, conduct an annual training for all group leaders
- Community Pantry Duties and Responsibilities:
 - Manage both Community Pantries by scheduling appointments and managing resources
 - Working with the Development team facilitate donations for the pantries
 - Working with the Community Impact Manager, facilitate volunteers to organize the pantries

Qualifications

Persons in this position should:

- have 2-3 years of experience assisting individuals with housing, food programs, and/or other ;
- be a Spanish speaker - *strongly desired, not required*
- have working knowledge of the existing services in the New Haven and surrounding areas. Knowledge of services in other parts of Connecticut is a bonus.
- have working knowledge of Connecticut’s LGBTQ+ service providers
- have experience working with the LGBTQ+ community with knowledge and understanding of the nuances of a complex community;
- have strong verbal and written communication skills;
- be proficient in computer programs including Microsoft Office, Microsoft Excel, and Google Docs
- be a self-starter and able to work independently without persistent oversight, particularly when working remotely
- be able to build and maintain positive relationships within a variety of different individual organizers, community groups, and organizations

Compensation and Working Conditions

This is a salaried full-time position with a salary of between \$45,000 - 50,000. The Manager of Support Services & Case Management will work on a full-time schedule that will include occasional evening and weekend obligations. There are some physical requirements of this position. An ideal candidate will work from the Center's offices.

Provided for reference only.
Always consult current legislation in your jurisdiction to create policies and procedures for your organization.