



Care Manager I Job Description

Reports to: Director of Care

Location: Heart for Winter Haven Office

Summary

Heart for Winter Haven exists to connect all sectors of our city to alleviate all forms of poverty, restore broken relationships, and elevate the entire community. By connecting families experiencing instability and poverty to people and services that offer transforming solutions, the role of a Care Manager I will be responsible for inspiring spiritual, social, and economic flourishing throughout the city of Winter Haven. Care Managers are responsible for providing direct case management services to clients connected with Heart for Winter Haven and may provide either on-time or on-going services to clients.

The Care Manager will be primarily focused on designing client-centered housing plans, ensuring compliance with federal and state housing regulations, and collaborating with community stakeholders to secure stable housing for clients.

Responsibilities

- Identify and monitor the goals and objectives each client based on their individual needs and circumstances. Monitor the progress toward these goals.
- Develop a comprehensive care plan that outlines the objectives, strategies, and timeline for achieving the client's goals, with an emphasis on housing plans.
- Facilitate placement of clients into permanent supportive housing, rapid rehousing, or transitional housing as appropriate.
- Provide guidance and support to clients in navigating lease agreements, landlord communications, and financial responsibilities.
- Stay current on ESG, CDBG, and HUD and other related regulations to ensure program compliance.



- Document all client interactions and services in alignment with grant reporting requirements.
- Partner with local landlords, housing authorities, and service providers to identify housing opportunities.
- Advocate for clients during housing negotiations, ensuring fair treatment and alignment with Fair Housing laws.
- Act as a liaison between Heart for Winter Haven and other community organizations addressing homelessness.
- Track and report key metrics as directed.
- Communicate regularly with clients, service providers, and other stakeholders to ensure that everyone is informed of progress and any changes in the care plan.
- Continuously evaluate the effectiveness of the care plan and make recommendations for improvements as needed.
- Protect client confidentiality and comply with all relevant legal and ethical standards when handling sensitive information.

Qualifications

Specific requirements include:

- Bachelor's degree in Social Work, Human Services, or related field preferred. Work experience in lieu of degree will be considered.
- Three years of case management, housing services or related experience.
- Familiarity with housing programs and related grants, such as ESG and CDBG.
- Familiarity with trauma informed care.
- Experience with HMIS (Homeless Management Information System) or equivalent software is preferred.
- Demonstrated commitment to providing excellent customer service.
- Capacity for empathy and the ability to connect with clients with diverse needs
- Ability to motivate clients and facilitate adherence to care plans
- Strong communication skills, including the ability to clearly convey care plans to clients, loved ones, and healthcare professionals



- Excellent organizational skills and proficiency in record keeping, with the ability to manage multiple cases simultaneously.
- Proficiency in critical thinking and problem-solving, with the ability to assess clients, analyze feedback from healthcare and social workers, and determine optimal care plans.
- Knowledge of productivity tools to effectively maintain and manage case records.
- Excellent verbal and written communication skills with meticulous attention to detail.

Updated: 01/10/2024