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**Case Manager, MomsFirst Community Health Worker**

**Job Description**

**Title: Case Manager, MomsFirst Community Health Worker** (CHW)

**Supervisor: VP of Programming**

**General Duties:**

Under the supervision of the Director of Family and Health Services, the MomsFirst Case Manager will provide supervision for four Community Health Workers (CHWs), providing community-based outreach and enrollment assistance and ongoing case management, home visiting, assessments, referrals to resources and services, education and support, and disease management to at-risk populations.

**Responsibilities:**

The Case Manager shall provide case management supervision and consultation to four Community Health Workers (CHW). The Case Manager is ultimately responsible for the provision of service to all of the participants involved with Friendly Inn. The Case Manager shall formally review each participant’s record once a month in the form of a case conference with the CHW. Through case conferences, the Case Manager will provide supervision to the CHW and will ensure that all MomsFirst Core Services are being provided and that documentation of these services is occurring. The Case Manager must provide contact information via phone contact to each participant within the first 30 days of enrollment. This must be documented in the data system.

**Services:**

* Manage the healthy Start Core Services of outreach, case management, interconnectional care, health education, and depression screening to the Central Community.
* Implement an integrated, comprehensive, community-based, indigenous, outreach project, that provides support for case finding, service linkage, risk assessment and screening, preventive health education and coordination, developmental screening, and ongoing support to high-risk pregnant and parenting women, their partners, and infants under the age of two years within the City of Cleveland.

**Enrollment and Caseload Requirements:**

* Ensure that all CHW’s maintain a minimum caseload of 35 participants: all new enrollments will be high-risk pregnant women, with the exception of women that have experienced a fetal or infant loss.
* Enroll 70% of new enrollments in their first trimester and 30% in their second trimester.

**Supervision:**

Meet monthly with CHW’s.

Review files, including both case activities (i.e., paper files) and the data system (computer files) on a monthly basis.

Ensure CHW’s are providing comprehensive case management services to all clients including assessments, screenings, supports, resources and referrals, which include follow-ups.

Ensure that CHW’s are inputting accurate and complete data for all contacts with clients into the database.

Ensure that all documents submitted on behalf of the client and/or agency are valid.

Provide all required documentation in a timely manner, which may include client follow-up, outcome evaluation, client contact sheets and evaluations.

Participate in regular staff meetings, staff training programs, supervisory sessions, and accept the responsibility for aiding the development of positive team relationships as requested.

Adhere to agency policy, procedures, and the professional code of ethics.

Other duties as assigned by the supervisor.

**Required Qualifications:**

High School Diploma or equivalent GED.

Community Health Worker Certification (required and provided within one year of hire).

Two years’ experience in outreach and/or case management.

Knowledge of community resources and counseling/social work practices with high-risk populations

Experience working with persons in crisis.

Good documentation skills

Excellent written and verbal communication skills, ability to establish rapport.

Ability to motivate others towards achieving goals.

Ability to work independently with a strong sense of focus, task-oriented, non-judgmental, open personal qualities, and a clear sense of boundaries.

Ability to work in a variety of settings with culturally diverse families and communities with the ability to be culturally sensitive and appropriate.

Proficient in Microsoft Word, Internet navigation and use of electronic data systems.

Strong time management and organizational skills.

Valid driver’s license, active full coverage insurance and dependable transportation.

**Preferred Qualifications:**

Bachelor’s degree in social work or a related field.

Community Health Worker Certification (required and provided within one year of hire).

Knowledge/experience providing trauma informed care.

Bilingual, Spanish preferred.[[1]](#footnote-1)

1. MomsFirst CM - CHW. rev. 01-2024 [↑](#footnote-ref-1)