



## OUTREACH AND CASE MANAGER

Job Requisition #20-0088  
Location: **Safe Harbor Clinic**  
Application Deadline: **Until Filled**

Hours Per Week: **40**  
Status: **Temporary\***  
Benefit Eligible: **No**

**\*Granted funded through March 2022**

All people share a powerful need for the basic necessities of a good life and a place that understands that good health starts with a caring touch and a kind word. Since 1971, the Community Health Centers of Burlington (CHCB) has provided access to high quality health care regardless of financial status or life circumstance. We strive to improve the health of all within the communities we serve in an environment that conveys respect, offers support, and encourages people to be actively involved in their own health care. Our positive, mission-minded staff make CHCB a great place to work!

CHCB is an innovative Federally Qualified Health Center with eight sites throughout Chittenden County and southern Grand Isle County. We are an Equal Opportunity Employer and are especially interested in candidates who can contribute to the diversity and excellence of the organization. We offer a generous benefits package to eligible employees and a competitive minimum hourly wage for entry-level positions.

### Essential Duties

- **Outreach Services:** To engage, build trust and gain confidence of hard to reach persons with the goal of enrolling them in services at the Safe Harbor Health Center and other community agencies as appropriate for the needs of the individual.
- **Enrollment:** Assure the uninsured clients apply for appropriate public insurance. Assist clients in applying for SSI/SSDI. Assist client with any applications/paperwork they may need help with.
- **Case Management:** Case management provided to clients who do not qualify for other CM services in the community but need that level of care. CM includes assistance in care coordination, crisis intervention, referral of client to Housing First when appropriate and working with clients when they are in the program. Supportive services as necessary including transportation to services/appointments.
- **Collaboration:** Provision of resource information and collaborative case consultation with a variety of community agencies/partners including COTS programs, Pathways to Housing, other community based outreach efforts as well as resources such as the local food shelf, Salvation Army, etc.
- **Documentation and Reporting:** Completion of all paperwork in a timely manner, including, but not limited to EMR notes, treatment plans when applicable. ServicePoint data and Housing First related paperwork.

### Basic Qualifications

- Bachelor Degree in Social Work or other human service related field.
- A minimum of 1 year of direct human service experience.

### Knowledge, Skills and Ability

- Ability to meet clients "where they are" literally and figuratively, working with a diverse population of clients with a variety of challenges.
- Ability to identify the need to seek higher-level supervision when needed and appropriate.
- Ability to problem solve both independently and as a team member.
- Strong communication skills, including active listening, as well as verbal and written skills.
- Excellent problem solving and critical thinking skills that include time management, organizational skills, and the ability to prioritize.
- Knowledge of community services and/or willingness and ability to find the information for the benefit of the client (cold calls, etc.)

To apply for this position, please send a resume and cover letter to: [HR@CHCB.org](mailto:HR@CHCB.org)  
The Human Resources Department will contact applicants who have been chosen to continue through the applicant selection process.

**Learn More! See our Website at [www.chcb.org/careers/positions-available](http://www.chcb.org/careers/positions-available)**