



Community Empowerment Association, Inc.

7120 Kelly St.  
Pittsburgh, PA 15208  
phone: 412-371-3689  
fax: 412-371-0792  
[www.ceapittsburgh.org](http://www.ceapittsburgh.org)

## **JOB ANNOUNCEMENT**

**Title:** Community Health Care Manager  
**Reports to:** Program Manager  
**Areas:** Community Health Wellness & Healing Center  
**Status:** Full-Time  
**Salary:** Commensurate with Experience  
**Email Resume:** [ruthh@ceapittsburgh.org](mailto:ruthh@ceapittsburgh.org)

Community Empowerment Association, Inc. is a community-based, non-profit corporation that has served the most vulnerable populations in an urban setting for over 27 years. We have two locations; Homewood and McKeesport. We are a one-stop-shop for families and individuals that seek after-school programming, educational community-hub location, workforce development training, mental health support, and case management. The support and services that we provide are based on the needs of the community and designed to strengthen and encourage individuals to improve their quality of life, health and overall living condition. The Community Health, Wellness, and Healing Center initiative supports this mission of the corporation.

### **GENERAL JOB DESCRIPTION**

This Community Health Care Manager position requires you to work with a team (Care Manager, Social Worker, and Community Health Ambassador-CHA). The social worker will complete need and health assessments, and along with the consumer will develop a care plan. The social worker will then transition the consumer to the care manager (the consumer will remain with the social worker until all urgent concerns are addressed). The care manager will review the Individual Care Plan with the consumer. Both care manager and consumer will develop action plans with short and long-term milestones to reach. The care manager will make referrals, make initial contacts with government agencies/services, PCP, or large institutions which may be difficult to navigate. The Health Care Manager and CHA will work together on coordination of services and logistics (transportation, childcare, follow-up appointments, etc.).

### **MAJOR DUTIES AND RESPONSIBILITIES**

- Review Care Plans with consumer
- Develop a plan of action via Individual Care Plan (consumer driven).
- Makes referrals (internal and external) that support the care plan
- Ensures that cases are managed and documentation is in the Management Information System within established timeframes
- Assesses consumer's knowledge of their condition (Both needs and health) and the need for further education
- Identifies barriers to care and develops specific integrated plan of care in collaboration with the consumer, family members and natural support system

- Conducts face-to-face visits with the consumer in the member's home, or community, or agency office
- Coordinates care and services across the continuum of care for both social determinates and health
- Participate in case conferences, interagency and provider treatment planning
- Demonstrate the ability to collaborate within a Care Team to maximize quality of service

#### **MINOR DUTIES AND RESPONSIBILITIES**

- Participate in agency hosted events
- Provide in-service training
- Research best practices
- Monitor new trends, service gaps, and changes in population

#### **QUALIFICATIONS FOR THE JOB**

- Bachelor's degree in social work, psychology, years of experience may replace years of education
- Three years of experience in case management or service coordination required.
- General knowledge of best practices in on the industry
- Detail-oriented with excellent organization skills required.
- Excellent oral and written communication skills required.
- Proficiency in Microsoft Office products is preferred, ability to operate virtual systems such as Zoom, Google Meets, Microsoft Teams, etc. and ability to learn new software applications as required.
- Five years of experience with community-based organizations
- Current unrestricted PA Driver's License and valid automobile insurance
- Currently have or able to obtain ACT 34/34 and FBI Clearances, Mandated Child Abuse Certificate

#### **KEY COMPETENCIES**

- Able to work within a team
- Conduct case reviews
- Make home visits
- Provide seamless service coordination
- Computer knowledgeable
- Familiar with neighborhoods and social determinates in Allegheny County is a plus.
- Able to demonstrate effective communication and writing skills

Please submit: Resume, cover letter, and 3 professional references. Must be able to complete a writing sample for case scenario during interview.

**The above statements are intended to describe the general nature of work being performed by people assigned to this job. They are not limited to all duties and responsibilities associated with it.**