



The Haitian Creole Development Center of Delmarva

Position: Intake/ Case Management Coordinator

Job Description

We are looking for a Case manager to enhance the quality of client management, maximize satisfaction, and promote an effective quality of work in the case management office. The successful candidate will be accountable for the full operation of the office/department. Case manager duties include assessing, planning, implementing, monitoring, and evaluating actions required to meet the client's human-resources services needed. A certified case manager is a plus.

Location: Word of Life Center; 1216 Jersey Road; Salisbury, MD 21801

Position type: Full-Time, some travel required.

Salary: To be negotiated

Responsibilities

- Coordinate and provide care that is safe, timely, effective, efficient, equitable, and client-centered
- Handle case assignments, draft service plans, review case progress, and determine case closure
- Help clients achieve wellness and autonomy
- Facilitate multiple care aspects (case coordination, information sharing, etc)
- Help clients make informed decisions by acting as their advocate regarding their clinical status and treatment options
- Develop effective working relations and cooperate with the office team throughout the entire case management process
- Take the extra mile and interact with clients to keep track of their progress and to ensure satisfaction
- Record case information, complete accurately all necessary forms, and produce statistical reports
- Promote quality and cost-effective interventions and outcomes

212 West Main Street

Salisbury, MD 21801

443-358-0353

- Assess and address motivational and psychosocial issues
- Adhere to professional standards as outlined by protocols, rules, and regulations
- Provide monthly reports to the Project Manager of the Company

Requirements/Qualifications

- Proven working experience in case management, including as a customer service person, social services care manager, or a related job
- Excellent knowledge of case management principles and customer relations
- Previous experience with psychological aspects of care
- Effective communication skills
- Excellent organizational and time management skills
- Familiarity with professional and technical emerging knowledge
- Problem-solving skills and ability to multi-task
- Compassionate with teamwork skills
- Current license, certification, or registration
- BS degree in a related healthcare field

Please submit your resume and cover letter to the Haitian Development Center of Delmarva Inc. at rtoussaint@hdcd.org by July 15, 2024 (deadline).