

## Case Manager

New York Harm Reduction Educators, Inc (NYHRE) started as an activist-based illegal needle exchange and is now New York's largest syringe exchange program. NYHRE provides integrated health and social services to marginalized, low-income substance users utilizing a grass roots harm reduction approach. Legally constituted in 1992, we serve over 5,000 people each year in the Bronx and East Harlem using a unique street-side, low-threshold service delivery model. Mobile units and tents are set up where individuals who engage in high-risk behaviors congregate and services are delivered right on the streets in a non-judgmental, non-coercive manner by culturally sensitive staff. Services are also offered at two storefront offices, one in the South Bronx and one in East Harlem.

NYHRE encourages a collaborative environment where staff are expected to be proactive in their work and encouraged to actively participate in the improvement of service delivery and the development of programs.

### **Position Summary:**

NYHRE Case Managers are responsible for providing an array of street and office based harm reduction services across multiple contracts to individuals engaging in risky behavior, from low-threshold risk reduction education to intensive case management. NYHRE's service model is based on educating and empowering individuals to advocate for themselves and make their own change in their lives. Consistent with this philosophy, Case Managers help participants identify their strengths, their needs and barriers to accessing services and making positive change. NYHRE's Case Managers facilitate access to services and the creation of plans to address participants' needs as well as help them develop self-efficacy by connecting them to opportunities to identify, influence and change the policies that affect their lives. The Case Managers also conduct educational and support groups designed to supplement the individual level work and help participants solidify harm reduction practices, promote concepts of wellness and develop their support networks.

### **Responsibilities:**

- Recruit potential participants through street outreach, low-threshold risk reduction education, networking and targeted marketing.
- In a manner consistent with Harm Reduction principles, provide substance use and sexual risk assessments and discuss individualized risk reduction strategies, including safer injection practices, safer sex practices, overdose prevention, HIV, HCV, buprenorphine and other topics relevant to people who use drugs.
- Work with participants to identify their needs, collaboratively develop goals, create plans to meet those goals and identify the best services to help them address their needs and reach their goals.
- Provide concrete case management services, including referrals to public assistance, food/shelter needs, medical, transportation, mental health and substance use assistance.
- Serve as advocate, translator and educator for participants in the effective use of community services. Escort participants as necessary.
- Monitor participants' progress through NYHRE's programs as well as external programs and help with the development of ongoing action plans. Track participants in order to document outcomes and ensure they receive proper support.
- Facilitate participant-centered interventions, workshops and groups, including crisis management, risk reduction, treatment readiness, overdose prevention, and other support and educational groups.
- Continually and proactively educate yourself about new developments in the field and work with colleagues to share information and best practices.
- Identify and participate in events that will increase NYHRE's activism profile and connection to the community. Educate participants about the role of activism in social justice gains and motivate them to get involved in advocating for themselves and demanding rights for themselves and their communities.

- Work with the program coordinator to establish and maintain active and positive linkages with other community agencies. Solicit and track feedback from participants to ensure that the agencies to which we refer are effective and treat participants with respect and in a manner appropriate to harm reduction programs.
- Maintain an updated resource directory for referrals to service providers, including information regarding accessing such services.
- Collect, compile and submit data required for program evaluation and grant reporting under multiple contracts. Maintain accurate and detailed participant records.
- Engage in program evaluation activities, including ongoing dialogue with participants and other stakeholders to continually improve the location and delivery of our services. Actively participate in regular case conferencing and supervision.
- Assist in street-site/mobile office set-up, and other duties as assigned.

**Requirements and Experience:**

- We are specifically looking for candidates with an active interest in harm reduction, syringe exchange, and/ or social justice as it pertains to individuals who use drugs.
- Bachelors’ degree in the health and social sciences or related field or significant work-related or life experience.
- 2-4 years case management or advocacy experience desired. Personal experience effectively navigating supportive services (especially housing) for active drug users preferred.
- Significant work or life experience in the areas of substance use, HIV and HCV prevention desired. Knowledge of the Bronx and East Harlem IDU/ substance use communities and service providers preferred.
- Must be an organized, self-motivated team-player, with strong interpersonal skills, excellent written and oral communication skills, and the ability and willingness to be hands-on and solve problems as they arise.
- Must be committed to the Harm Reduction philosophy and to working with marginalized people (mainly people who use drugs and sex workers) in a multi-cultural, multi-racial environment in a non-judgmental manner.
- Must be dedicated to advancing an agenda of equal rights and social justice for marginalized individuals, especially through participation in advocacy, community activism, and the democratic process.
- Must be willing and able to work outdoors at our street sites at least 20% of the time; hours may vary.
- Bilingual (Spanish) preferred.

**Reports to:** Program Coordinator

**Status:** Full-time, Non-exempt

**To apply:** Send a resume, a cover letter that effectively addresses the responsibilities and requirements and demonstrates your ability to contribute positively to the agency, and salary requirements to Shelley Huggins at [shuggins@nyhre.org](mailto:shuggins@nyhre.org), or via fax to 718.842.2593. Subject line should read, “Case Manager position – *last name*”. The attachments should be entitled “Lastname, Firstname CoverLetter”, and “Lastname, Firstname Resume”. No calls please.

NYHRE is an Equal Opportunity Employer. Individuals who have personal experience with drug use, PLWHA, women, people of color, members of the LGBTQ community, and the formerly incarcerated are strongly encouraged to apply.

