

Coordinator of Case Management

From its activist beginnings as an underground needle exchange, New York Harm Reduction Educators (NYHRE) is now New York's largest syringe exchange program, serving over 5,000 low-income drug users and street-based sex workers each year in the Bronx and East Harlem using a unique street-side, low-threshold model. 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:

The Coordinator of Case Management is responsible for managing program functions for the agency's street and office based Case Management program which includes low-threshold risk reduction education, general case management services, drug treatment placement, HIV and HCV counseling and testing and the provision of educational and support groups. NYHRE's service model is based on educating and empowering individuals to advocate for themselves and make self-identified changes in their lives. Consistent with this philosophy, NYHRE's Case Management program helps participants identify their strengths, their needs, and barriers to accessing services and making positive change while solidifying harm reduction practices, promoting concepts of wellness, developing their support networks, and connecting them to opportunities to identify, influence and change the policies that affect their lives. All Coordinators are expected to directly provide services to participants and supplement the work of their staff as necessary.

Responsibilities:

- Manage the delivery of the agency's case management services, HIV and HCV counseling and testing, and educational and support groups across multiple street and office-based sites, and ensure that program services are effective and satisfying for program participants, consistent with the agency's harm reduction philosophy, and are delivered as outlined in contractual agreements with funders.
- Supervise the case management team; facilitate regular individual supervision and team meetings; and provide guidance, ongoing training and skills development to improve knowledge and service delivery, and ensure a positive participant experience.
- Reinforce and develop a collaborative and proactive agency culture through supportive and motivating interactions with staff and the implementation of fair and effective policies.
- Assist with the delivery of case management, educational and support groups, HIV and HCV counseling and testing, and outreach as necessary to help participants identify available resources, their strengths, and barriers to making self-identified changes.
- Work with case managers 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.
- Oversee the maintenance of an updated resource directory for referrals to service providers, including information regarding accessing such services.
- Continuously monitor and report on outcomes, service deliverables and participant satisfaction, and work with the Director of Quality Assurance and Evaluation and the Director of Supportive Services to implement a comprehensive Quality Management plan that includes the development of appropriate performance measures.
- Coordinate with the data and evaluation team to capture and document measurable outcomes. Utilize data to coordinate optimal program workflow and improve methods of better reaching and providing services to participants. Responsible for the maintenance of proper documentation; conduct chart audits as necessary.
- Facilitate intra-departmental case conferencing, and participate in bi-monthly Management Team meetings.

- Assist with the development of grant proposals and new programs, and represent NYHRE as necessary in the community, at conferences and with other service providers.
- 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.
- Continually and proactively educate yourself about new developments in the field and work with colleagues to share information and best practices.
- 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 with 2-4 years experience delivering direct services and 1-3 years supervisory/leadership experience preferred.
- Significant work or life experience in the areas of substance use, sex work, and HIV and HCV desired. Knowledge of the Bronx and East Harlem IDU/ substance use communities preferred.
- Must be dedicated to advancing an agenda of equal rights and social justice for low-income people who use drugs, especially through advocacy, activism and political participation.
- Must be an organized, self-motivated team-player, with strong interpersonal and leadership 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.
- Proficiency with MS Office (including Word, Excel and Outlook) and use of the Internet required.
- Must be willing and able to work outdoors at our street sites up to 20% of the time, hours may vary.
- Bilingual (Spanish) preferred.

Reports to: Director of Advocacy and Supportive Services

Supervises: 4-6 Case Managers

Status: Full-time, Exempt

To apply: Send a resume, a cover letter that effectively addresses the above-mentioned responsibilities and requirements and demonstrates your ability to contribute positively to the agency, a separate writing sample, and salary requirements to Johanna Breyer at jbreyer@nyhre.org. Subject line should read, "Coordinator of Case Management position – *last name*". The attachments should adhere to the following naming convention "Lastname, Firstname CoverLetter". 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.