



**The Institute for Human Services**  
Ending the Cycle of Homelessness

# Covid-19 Case Manager

**Job Type:** Part-Time

## Responsibilities

Responsible for rapid triage and development of service and housing plans for guests of the COVID 19 Quarantine and Isolation Center (TQIC). Other activities include assessment, short-term counseling and referrals for guests, which could include linkage to treatment and substance abuse services and remediation of chronic health conditions. Works in a fast paced medical model in collaboration with doctors, RN, MA, operations staff and collateral providers as part of a dynamic multi-disciplinary team. Collaborates with the State of Hawaii Department of Health and insurance providers to support contact tracing and in establishing and supporting time based isolation. Provides connection to affordable housing opportunities and supports coordination for medical services upon leaving the TQIC. Provides assistance in return to work for guests of the TQIC who have not been able to work and coordinates with employers as appropriate. Ensures that client input is included in every step of the process with a commitment to work with clients/ target populations as assigned.

## Requirements

### **Knowledge/Skills/Abilities:**

Working knowledge of community and medical resources in the community. Work history in the medical field is welcomed. Possess good knowledge of community resources, mental illnesses/dual diagnosis and issues helpful. Computer proficient with Microsoft Outlook, Word, Excel and web based electronic media records. Excellent written and verbal communication skills. Able to work under pressure while in stressful situations and handle a high volume of cases. Must be able to pass CPI (Crisis Prevention Intervention) training.

### **Education/Experience:**

Preferred Bachelor's degree in Human Services or related field from accredited university with 12-15 semester hours in social sciences. 1 to 1 ½ years experience in direct case management or work in the medical field, support services to persons with special focus on disenfranchised individuals or homeless services settings. May have a combination of training, certification, education or experience resulting in the requirements outlined in Knowledge/Skills/Abilities.

For questions, please email [HumanResources@IHSHawaii.org](mailto:HumanResources@IHSHawaii.org).