Human Resources
Oakland Livingston Human Service Agency
196 Cesar E. Chavez Ave.
P.O. Box 430598
Pontiac, MI 48343-0598
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(248) 209-2615 FAX
Website: www.olhsa.org

CASE MANAGER II – COMMUNITY HEALTH

Division: **Health, Housing, & Nutrition Services**
Department: **Health Integrated Services**
Supervisor: **Supervisor – Community Health**
FLSA Status: **Non-Exempt / Non Union**

Job Mission:
Improve health outcomes for those with HIV by facilitating access to services through eligibility determination, resource navigation, and benefit assistance. Support the Health Integrated Services department by addressing barriers to services, and connecting individuals to community resources that promote health, stability, and self-sufficiency.

Performance Standards:

1. Coordinate all aspects of eligibility determination and recertification for clients in the Health Integrated Services department, including collecting and verifying required documentation, maintaining compliance with program requirements, and ensuring timely enrollment and annual renewals for a high-volume caseload.
2. Conduct resource navigation and benefits assistance activities, including assessing client needs, facilitating referrals, assisting with applications for public benefits and assistance programs, and connecting clients to financial, food, housing, transportation, and other supportive services.
3. Collaborate with internal programs, healthcare providers, and community partners to coordinate services, reduce barriers to care, and increase awareness of available services through outreach and partnership activities.
4. Maintain accurate and timely documentation in client management and reporting systems, ensuring compliance with agency and funding source requirements.
5. Assist with program monitoring activities, quality improvement initiatives, data collections, audits, and site visits.
6. Other duties as assigned.

Qualifications:

1. Associate's Degree or 3 years' experience providing case management for individuals in crisis required. Bachelor's Degree in Health/Human service field preferred.
2. Minimum of two (2) years' experience working with low-income clients and vulnerable populations is required. Experience working with HIV+ populations preferred.
3. Michigan Department of Community Health Case Management Certification preferred. Must successfully complete the CHCMC within 6 months of hire date.
4. Minimum of two (2) years of experience using Microsoft applications in a Windows environment, Microsoft 365, and client management system software or similar database/data management systems.
5. Experience working with public benefits programs, community resources, eligibility determination process, and healthcare navigation is preferred.

Qualifications (cont.):

6. Valid driver's license; valid automobile insurance and reliable transportation to be used for work-related travel required.
7. Bilingual in Spanish a plus.

Hours & Wage:
$21.70 per hour
40 hours per week; 52 weeks per year

Location: Pontiac

OLHSA IS A DRUG FREE WORKPLACE/EQUAL OPPORTUNITY EMPLOYER

LHSA
A Community Action Agency

Job Title:	Case Manager II - Community Health

Job Requirements (in an 8 hour workday)
Number of Hours - Select full Capacity

	Hours	**Comments**
Sit	6	
Stand	1	
Walk	1	
Bend/Stoop	N/A	

Movements	**Yes/No**	**Comments**
Crawl	No	
Reach above	Yes	reaching up into file cabinet
Crouch	No	
Balancing	No	
Squat	No	
Climb	No	
Shoulder level	No	
Kneel	No	
Pushing	No	

	Pounds	**Comments**
Weight Carried	**Up to 10 lbs**	minimal carrying- moving files and file storage boxes

	Pounds	**Comments**
Weight Lifted	**Up to 10 lbs**	minimal lifting moving files and file storage boxes

Date: Jul 30, 2026