



Healthy Baby Network

Bilingual Case Manager Nest Program

Position Summary:

The Nest Program Bilingual Case Manager provides prenatal education/care, labor and birth planning, building natural support systems, education, employment, finances and parenting, family planning, child development, safe sleep and breast feeding. The Bilingual Case Manager is responsible for conducting an individualized, participant-driven intake assessment and working with participants to develop appropriate action plans to support goal achievement, connection to needed services, and tracking their progress monthly to ensure that all tasks required to receive monthly cash incentive are completed. The Bilingual Case Manager will address client needs by providing necessary referrals, ensuring confidentiality, and providing efficient and participant-centered services. The Case Manager will also co-plan and co-facilitate monthly peer groups to build natural supports and a social network for participants in the program. The Bilingual Case Manager consistently works to establish and maintain trust, provides needed support and advocacy for Mothers and their families, and participates in regular review and adjustments to accomplish program outcomes. This position is full-time (40 hours/week), and it is salary non-exempt. The Nest Program Bilingual Case Manager reports to the Chief Program Officer.

Minimum Qualifications:

- High School Diploma or GED Required
- Related professional experience
- Bilingual in English and Spanish Required
- Ability to acknowledge, discuss, and address racial equity issues impacting health
- Strong written, verbal, interpersonal, organizational, and problem-solving skills
- Experienced in the use of the internet and Windows-based computer systems
- Relevant knowledge of the community, community organizations, and community resources
- Knowledge of target population; areas/places, and ways to engage
- Ability to walk or move for up to 4 hours and stand for extended periods at a time
- Ability to work occasional evenings and weekend hours for agency or community events
- Valid NYS License, insurance, and reliable transportation

Duties and Responsibilities:

- Provide home visiting services to approximately 40 clients at any given time (50 annually)
- Conduct basic assessments, assist families to identify needs, provide basic health information, and make appropriate referrals through monthly home visits



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- Work with clients to complete self-directed goal plans centered in prenatal care, birth planning and labor, building natural supports, education, employment, finances and parenting, family planning, child development, safe sleep, and breast feeding
- Review, check, and document monthly and bi-monthly participant activities, task/goal accomplishments and progress
- Initiate and facilitate monthly program activities, assessments, action plans, surveys, and peer support groups required for participant monthly payments
- Provide Spanish language translation and interpretation support for participants and the development of educational and informational materials
- Assist and/or generate referrals for other support services including housing, financial aid, food stamps, emergency food, clothing, transportation, translation, childcare, or others
- Provide advocacy, support, and follow-up to ensure services are received
- Assist families with identifying goals and healthy behavior changes
- Maintain consistent and accurate documentation of all attempted and actual client interactions
- Maintain knowledge of perinatal health, human services, and community resources
- Maintain a robust understanding of Rochester neighborhoods, their assets, and their challenges
- Communicate effectively with consumers, their partners, families, and agency staff
- Represent agency and program at relevant community collaborations and events
- Additional duties and responsibilities as assigned

Salary: \$50,000

To apply, submit a cover letter and resume to Human Resources at hr@healthy-baby.net

Healthy Baby Network is an equal opportunity employer. We offer a generous benefits package, flexible work hours, and a collegial work environment. For more information about Healthy Baby Network, visit www.healthy-baby.net

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Revised July 2024