



Position Title: **Connecting NJ Case Manager**  
Location: **New Brunswick**  
Reports to: **Connecting NJ Coordinator/Supervisor**  
FLSA: **Full Time / Exempt**

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Prevent Child Abuse - New Jersey (PCA-NJ) is the statewide leader in the prevention of child abuse and neglect and the promotion of healthy childhoods for all of New Jersey's children. The organization was incorporated in 1979 as the New Jersey chapter of Prevent Child Abuse America, the 9th Chapter to be established among a national network. Today, we exist as one of the largest chapters across the country and have become a recognized leader for prevention work in New Jersey.

Located in every county, Connecting NJ (CNJ) is a single point of entry that helps to simplify the referral process, improves care coordination, provides developmental screening, and ensures an integrated maternal, infant, and early childhood care system. The primary focus of CNJ is to assist pregnant people, caregivers (mothers, fathers, grandparents, kinship, foster parents, legal guardians), and young children (birth-five) in efficiently accessing the most appropriate services. However, all county sites will assist families and individuals with needed connections across the lifespan.

#### **JOB SUMMARY:**

The Connecting NJ (CNJ) Case Manager is responsible for coordinating and providing care that is safe, timely, effective, efficient, equitable, and client centered. CNJ Case manager will link families to existing resources in the community, provides personalized care coordination to ensure they are connected to appropriate resources, receive timely information, are provided continued supports, advocacy, and follow-up as needed.

#### **MAJOR RESPONSIBILITIES:**

- **Attend all required meetings and trainings deemed necessary by DCF;**
- Connecting NJ (CNJ) Case Managers should make a priority to support individuals who are: low-income or uninsured, with chronic health conditions, with multiple social and economic stressors, underserved immigrants, victims of domestic violence, individuals impacted by mental health issues, alcohol and/or substance use disorder; and involved with the Division of Child Protection and Permanency;
- Provide linkages and referrals to services, special emphasis given to families requiring a plan of safe care;
- Complete required documentation, complete accurately all necessary forms, produce, and statistical reports. Submit monthly/quarterly progress reports addressing process and outcome indicators that will help determine strengths and areas needing improvement;
- Work closely with Early Childhood Systems of Care programs to help link families to the most appropriate and available services. Connecting NJ Case Managers provide care coordination for families, research most appropriate resources and provides advocacy and follow-up as needed;
- Ensure timely response when following up with families, new enrollments, work with families, CNJ hub, and community stakeholders to ensure viable resource options for families in general. Critical thinking and problem solving to determine the best care plan for each client after assessing clients. Flexibility to change care plans in partnership with families if they are not getting the best results;

- Strong verbal and written communication skills to explain to clients, family members, and professionals the case and care plan. Compassionate and able to relate to different clients with various needs;
- Organized, have the ability to manage several different cases at once.
- Assists in identifying gaps and barriers to services, and system issue trends families experience in utilizing services;
- Computer literacy to maintain and manage case records, will utilize the SPECT system in local hub. The Single Point of Entry and Client Tracking (SPECT) system is designed to integrate the users of prenatal providers, MCOs, and community organizations that rely on the Perinatal Risk Assessment (PRA) and CHS form to provide comprehensive care to pregnant people;
- The CNJ Case Manager will participate in CNJ hub activities as required by immediate supervisor and support the CNJ Specialists as needed;
- Adhere to professional standards as outlined by protocols, rules, and regulations of the local hub;
- Perform other related duties as required.

#### **QUALIFICATIONS:**

- Minimum requirement shall be a bachelor’s degree; Master’s degree preferred in Psychology, Social Work, Mental Health Counseling, Early Childhood Education;
- Experience in maternal-child health (MCH), infant/early childhood mental health, parent/family support, and/or related fields and settings;
- Strong interpersonal skills with the ability to develop trusting relationships with families and partners;
- Ability to translate complex MCH and early childhood concepts into parent-friendly language;
- Awareness of cultural diversity and its impact on planning and provision of services. Experience in working with culturally and ethnically diverse families, staff, and community stakeholders.
- Excellence in written and oral communication;
- Strong organizational skills and ability to problem-solve with a strong ability to manage different priorities;
- Full understanding of the roles of core MCH and early childhood partners;
- Proven work experience as a Care Coordinator/Case Manager or similar role;
- Apply good judgment to fast-changing situations;
- Strong customer service skills;
- Bilingual Skills preferred;
- Proficient in Microsoft Word, Excel, and basic database functions;
- Ability to maintain professional boundaries and confidentiality;
- Ability to work independently and part of a team;
- Participate in quality improvement and evaluation activities;
- Available for outreach for some evenings and weekends.

#### **Client Follow-Up/Caseload**

Allowing the family, the choice to have CNJ Case Manager follow-up regarding a specific service referral empowers them to plan for themselves and their family. Upon providing a referral for a family that is not moving on to a hub program, CNJ Case Manager shall ask whether the family would like CNJ to follow up. If so, CNJ Case Manager should discuss an agreeable time frame for follow-up. If a family prefers not to be followed up with, the service referral is immediately closed as “not interested in follow up”. Strong consideration for follow-up should be given to:

- Prenatal Care
- Children’s Medical Home

- Early Intervention
- Domestic Violence
- Housing/Food insecurity

CNJ Case Manager connects with DCPD worker within 48 hours of receiving a referral and engages in a conversation to:

- Understand the status of the investigation/case and identify what other referrals have been made by DCPD.
- Identify risk and protective factors: Explore family’s trauma history and resiliency, family, and social connections, child/ren’s development and attachment to the primary caregiver(s), caregiver and child/ren’s daily routine, and knowledge of parenting and child development.
- Brainstorm with DCPD worker about appropriate/best fit community-based services based on family’s wishes and identified risk factors.
- If the caregiver is already enrolled in a hub program, inform the worker of their status, and provide the program supervisor’s contact information.
- If caregiver requires a Plans of Safe Care, discuss delaying outreach until case conference to align with the strategies identified. If the DCPD worker prefers for CNJ Case manager to do outreach prior, CNJ will outreach the family.

**TO APPLY:**

Please submit resume and cover letter to [resume@preventchildabusenj.org](mailto:resume@preventchildabusenj.org). Be sure to include “Case Manager” and your last name in the subject line.

Prevent Child Abuse New Jersey is committed to inclusive hiring and dedicated to diversity in its work and workplace culture. We provide equal opportunity and protection from discrimination for employees and applicants in all aspects of the employment relationship, without regard to race, color, national origin, sex, sexual orientation, gender identity or expression, marital status, military or veteran status, disability, age, religion or any other classification protected by law; and we strongly encourage candidates of all identities, experiences, orientations and communities to apply.

