



# AICHO

American Indian Community  
Housing Organization

**POSITION TITLE:** Children's Health Case Manager

**PROGRAM:** Housing Program

**REPORTS TO:** Executive Director

**STATUS:** Part-time, Non-Exempt

**HOURLY RATE:** \$23 - \$26, per hour, may include evenings and weekends

**BENEFITS:** Paid time off as accrued.

## **POSITION SUMMARY:**

The Children's Health Case Manager supports families and children living in Permanent Supportive Housing by helping them access and maintain health insurance coverage and connect to comprehensive, culturally responsive health care services. This role focuses on coordinating primary medical care, dental care, immunizations, mental and behavioral health services, and other health-related resources to promote stability, wellness, and long-term housing success for children and families.

The Children's Health Case Manager works closely with caregivers, housing case managers, schools, clinics, and community providers, using a trauma-informed and family-centered approach that respects cultural identity, lived experience, and community strengths.

## **KEY RESPONSIBILITIES**

### **Health Access and Care Coordination**

- Assist families with determining eligibility for health insurance programs (e.g. Medicaid/CHIP, MinnesotaCare, private plans) and completing applications, renewals, and required documentation.
- Support families in establishing and maintaining a primary care provider for children and caregivers.
- Coordinate access to preventative health care, including well-child visits, physicals, immunizations, and developmental screenings.
- Facilitate referrals and follow-up for dental care, vision care, specialty medical services, and mental/behavioral health services.
- Support families in navigating appointment scheduling, transportation, interpretation services, and health system requirements.

## **Family and Child Advocacy**

- Provide health-related education to caregivers on preventative care, child development, and available community resources.
- Advocate for children's health needs within the health care systems, schools, and social service settings as appropriate.
- Collaborate with families to identify health-related goals and barriers impacting housing stability and overall well-being.

## **Collaboration and Systems Navigation**

- Work in partnership with PSH case managers to coordinate care plans and ensure services are aligned with housing stability goals.
- Build and maintain relationships with clinics, dental providers, mental health agencies, public health departments, schools, and community-based organizations.
- Participate in interdisciplinary team meetings, case conferences, and care coordination efforts.

## **Documentation and Compliance**

- Maintain timely, accurate, and confidential case notes and documentation in accordance with program, funder, and regulatory requirements.
- Track health outcomes, service connections, and referrals for reporting and program evaluation purposes.
- Ensure compliance with HIPAA, data privacy standards, and agency policies.

## **Outreach and Engagement**

- Conduct outreach to families to support engagement in health services.
- Meet families where they are, including home visits and community-based settings, as appropriate.
- Use strengths-based, trauma-informed, and culturally grounded practices when engaging families.

## **QUALIFICATIONS**

### **Required Qualifications**

- Associate's or Bachelor's degree in Social Work, Public Health, Human Services, Nursing, Community Health, or a related field; or equivalent lived and professional experience.
- Experience working with children and families, preferably in housing, health care, public health, or social services.
- Knowledge of public health insurance programs and community health resources.
- Strong interpersonal and communication skills; ability to remain calm and professional in

challenging situations; ability to establish clear professional boundaries.

- Ability to work independently and collaboratively as part of a multidisciplinary team.
- Commitment to trauma-informed care and community solutions.

### **Preferred Qualifications**

- Family-centered and strengths-based practices
- Cultural responsiveness and humility
- Systems navigation and advocacy
- Basic computer literacy (Microsoft Office, Google, email, data entry systems)
- Must be willing to be CPR certified and Narcan certified (training provided)
- Have a valid driver's license and vehicle insurance
- Must be able to pass background checks as required by program policy

### **WORK ENVIRONMENT:**

Position may involve occasional standing, light lifting, cleaning duties or walking through the facility. Must be able to lift up to 50 lbs.

### **TO APPLY:**

Submit your cover letter, resume, and completed application to:

**EMAIL:** [hiring@aicho.org](mailto: hiring@aicho.org)

**SUBJECT LINE:** Title of the Position (i.e. Front Desk Assistant)

### **BY MAIL:**

AICHO

Attention: Human Resources

202 West 2nd Street

Duluth, MN 55802

**AICHO is an Equal Employment Opportunity Employer and committed to non-discrimination in all aspects of employment.**