



Job Description

POSITION TITLE: Case Manager, Permanent Supportive Housing

STATUS: Non-Exempt Exempt

REPORTS TO: Clinical Director

POSITION DESCRIPTION: This position is responsible for providing comprehensive, individualized case management services and linkages to appropriate community services designed to assist clients in achieving goals related to self-sufficiency and economic independence. Responsibilities include conducting home visits and office visits, creating individualized services plans, and connecting clients to resources.

Case Management Services

- Provide case management services including intakes, assessments, service planning, staffing, individual counseling, referral, and advocacy.
- Provide crisis intervention in mental health and/or medical emergencies. Provide on-call assistance with after-hour and weekend emergencies.
- Assist with applications and advocacy related to public benefits.
- Plan and implement therapeutic group activities.
- Work with Residents to achieve their goals related to housing, income and health.
- Regularly assess and respond to Residents' motivation and readiness using motivational interviewing skills.
- Engage in clinical supervision, in both group and individual formats.
- Work with Residents to address issues in order to prevent eviction.

Record Keeping and Data Quality

- Prepare and maintain current tenant files.
- Enter all services and required information into the HMIS and other service and outcome tracking databases as required.
- Work collaboratively with the Clinical Supervisor to ensure data quality.
- Facilitate monitoring site visits of clinical programs and files and ensure compliance with funder requirements.

Supervision and Oversight

- Supervise assigned staff, including recruitment and selection, scheduling and job assignment, facilitation of individual/group supervision; development and training, performance evaluation, and recommending salary, disciplinary and other personnel actions in accord with relevant policies and procedures.
- Provide on-call assistance with after hour, holiday and weekend emergencies.
- Conduct monthly reviews of tenant files.

Other

- Maintain required professional knowledge and job skills. Attend and participate in staff development opportunities.
- Represent Southside Center of Hope' mission and values to participants, visitors, and others.

- Perform other duties as assigned.

Qualifications and Requirements

Education: Bachelor degree in social work or related field. Master's degree in social work or related field preferred.

Job Experience: 2 years of case management experience.

Special Knowledge & Skills: Knowledge of issues surrounding homelessness, mental illness and substance use; proficiency in Microsoft office software, good oral and written communication skills, good organizational skills, conflict management and crisis intervention skills; demonstrate clear and professional boundaries; act in a professional manner; demonstrated leadership skills to effectively lead and supervise a team of case managers. Valid Illinois driver's license, proof of insurance and must have own vehicle.

Physical Requirements: The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 25 pounds. Prolonged periods of working on a computer, however, some movement is required. Occasionally move about inside the office to access file cabinets, office machinery, etc.

Environment/Working Conditions: This position operates in a professional office work environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. Regular travel to off-site locations in Chicago and on-call rotation is required. Workplace is a smoke and drug free environment.

May be required to attend meetings at other locations; Occasional required travel outside of normal work hours. Any changes in work schedules and/or location will be implemented in accordance with agency policy.

Southside Center of Hope is an equal opportunity employer. We do not discriminate based on race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and organizational needs. Our goal is to be a diverse workforce that is representative of those we serve.

Job descriptions should not be considered all-inclusive lists of all responsibilities, skills, efforts, or working conditions associated with a job. While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add or remove duties from jobs and to assign other duties as necessary.