



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

EMPLOYMENT OPPORTUNITY

COMMUNITY CASE MANAGER

FLSA Status: Non-Exempt

Summary of Position: The Case Manager provides case management services to participants in the Community Programs, specifically the Drop In and shelter programs.

Specific Duties:

General

- Provide case management services for Connections' shelter residents, including communicating with Milieu Assistants to ensure participant needs are met
- Provide case management services for Drop In participants
- Provide ongoing case management services for participants who have exited Drop In and/or the shelters into housing
- Contact participants referred through the Suburban Cook County Call Center and/or internally; perform initial needs assessments
- Provide basic crisis intervention services over the phone and in-person to participants experiencing acute crisis
- Provide Drop In milieu staffing
- Facilitate groups for, and in partnership with, participants
- Track all required information in relevant databases, spreadsheets and files
- Implement trauma informed care and harm reduction best practices
- Adhere to the Core Values and Code of Conduct for Connections for the Homeless

Case Management

- Partner with participants in holistic goal setting and develop service plans for each participant on assigned caseload
- Perform assessments for housing eligibility (VI-SPDAT) for individuals, families, and youth
- Facilitate enrollment in mainstream benefit programs (e.g. Medicare, Medicaid, Link, SSI, SSDI, etc)

- Assess participants for eligibility for other programming leading to housing (e.g. ESG, prevention, RRH, market-rate housing, etc.)
- Coordinate with internal mental and physical health providers
- Provide short-term support services to participants awaiting entry into other programming, including street survival and safety, strategies for reuniting with family or friends, etc
- Provide referrals for complex participant needs such as treatment for substance use disorders, community mental health services, primary health care services, etc
- Develop and maintain effective working relationships with referral sources, participants, and staff to ensure effective service delivery
- Enter daily case notes and maintain updated documentation inside of a continuum-wide database (HMIS)
- Other duties as assigned

The following qualifications are requirements for the position:

- Bachelor's degree in social work or related human services field, or equivalent combination of education and experience
- At least one year experience providing case management services required, preferably with individuals impacted by homelessness, mental illness, or trauma
- Computer literacy in Microsoft Word and Excel and in client database usage
- Available to work some evenings

Other requirements:

- Valid Illinois Driver's License and must be insurable under agency policy
- Able to work independently and with diverse populations
- Excellent speaking, writing, and interpersonal skills
- Must be able to pass a criminal background check and submit to or provide evidence of a recent test for tuberculosis

Reports to: Shelter Manager

Compensation and Benefits

Competitive salary and benefits plan, including Paid Time Off (PTO), paid holidays, health, dental and life insurance options, short- and long-term disability coverage, as well as a 403(b) option.

Organizational Overview

Connections serves and catalyzes our community to end homelessness, one person at a time. We do this through homelessness prevention, shelter, and housing programs. In 2018, Connections served over 1,400 individuals through our services. To learn more about our programs, please visit our website at www.connect2home.org.