



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

JOB DESCRIPTION

CASE MANAGER - TBRA

FLSA Status: Non-Exempt

Summary of Position: The goal of the program is for participants to be able to pay full rent in a market rate unit after being in the program by receiving case management, education and employment assistance, and a focus on increasing income. The Case Manager provides general case management services in these crucial areas to participants in the Tenant Based Rental Assistance (TBRA) program.

Specific Duties:

- Conduct interviews and assessments leading to program qualification;
- Work with District 65 and 202 school social workers to refer potential applicants, other external referral sources, and internal Connections Case Managers;
- Work with the Connections Housing Locator, local landlords, and the City of Evanston to monitor housing and advocate for participants;
- Provide ongoing case management support and comprehensive goal planning around educational, employment, budgeting, housing, and children's educational goals;
- Assist participants in identifying and locating services that will help them achieve their goals;
- Develop and maintain working knowledge of community resources related to case management;
- Keep accurate, complete, and up-to-date client files and HMIS data. Prepare reports and other paperwork per established program standards;
- Participate in regular staff, case staffing, in-service and other meetings.
- Maintain relationships with other service providers and participate in planning and service coordination meetings and activities as needed;

- Collaborate with Case Managers from other programs in order to facilitate effective services for shared clients;
- Plan and implement family programming along with Case Managers from other Connections' family programs;
- Adhere to the Core Values and Code of Conduct for Connections for the Homeless;
- Perform other duties as assigned.

The following qualifications are requirements for the position:

- At least one year of case management experience, preferably with families impacted by homelessness, those experiencing domestic violence, or participants impacted by trauma;
- Valid Illinois Driver's License and must be insurable under agency policy;
- Flexible schedule—able to work some evenings and weekends;
- Able to work independently and with diverse populations and able to meet clients in their homes;
- Good speaking, writing, and interpersonal skills;
- Computer literacy in Microsoft Word and Excel and in client database usage;
- Bachelor's degree or equivalent experience.

The following qualifications are highly desirable:

- Basic knowledge of HUD and state funding requirements
- English/Spanish bilingual

Other requirements:

- Must submit to a criminal background check and submit to or provide evidence of a recent test for tuberculosis

Reports to: Director of Housing Programs
February, 2018