



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

JOB DESCRIPTION

CASE MANAGER – YOUTH SERVICES

FLSA Status: Non-Exempt

Summary of Position: The Case Manager provides case management services to a caseload of up to 10 youth in our Youth Services Program (Our House, Bridges to Home and aftercare) with the goal of improving well-being, permanent connections, safe and stable housing, and education and employment.

Specific Duties:

- Meets with assigned caseload of up to 10 individuals providing case management, service planning, support, life skills education, and connecting participants to community resources.
- Maintains participant files and prepares reports and other documentation accurately and in a timely manner. Utilizes and enters client information into HMIS system
- Maintains contact with other service providers and participates in planning and service coordination meetings as needed. Advocates to ensure participants receive fair and consistent services and public benefits to which they are entitled. Works with participants to enroll in public benefits to which they are entitled.
- Develops working knowledge of community resources related to needs of youth
- Teaches youth how to properly organize and maintain household, basic safety skills, routine home maintenance and grocery shopping.
- Teaches practical financial skills, including developing a household budget, paying bills in a timely manner, and opening and maintaining a bank account.
- Works constructively in a team setting and builds relationships with other team members
- Assists with coordination and facilitation of groups.

- Assists with intakes, move-ins and discharges.
- Transports youth to appointments as needed.
- Works with youth around educational goals and IEPs and attends school meetings as needed.
- Attends weekly and, as needed, team meetings and case review as well as monthly staff meetings.
- Responsible to assist in completion of any tasks to maintain the house.
- Implements trauma-informed care and harm reduction best practices.
- Adheres to the Code of Conduct and Core Values for Connections for the Homeless.
- Performs other duties as assigned.

The following qualifications are requirements for the position:

- Experience working with homeless youth and youth 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.

The following qualifications are highly desirable:

- Bachelor's degree
- Bilingual – English/Spanish

Other requirements:

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

Reports to: Youth Programs Manager

January, 2018