



**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 Office Assistant is responsible for providing support to ensure efficient organizational operations. The Office Assistant supports office, operations and accounting functions, interacting with staff, clients, volunteers and other visitors.

#### Specific Duties:

##### General Duties

- Provide case management services for Hilda's Place (HP) clients including communicating with HP milieu staff regarding participants
- Provide case management services for drop-in clients
- Provide ongoing case management services for clients who have exited into housing
- Contact persons referred through the Suburban Cook County call center and persons referred internally; perform initial needs assessments
- Provide basic crisis intervention services over the phone and in-person to individuals 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

##### Case Management

- Perform case management duties which include, but are not limited to:
  - Partner with participants in wholistic goal-setting and develop service plans for each participant on caseload
  - Perform assessments for housing eligibility (VI-SPDAT) for individuals, families and youth

- Facilitate enrollment in mainstream benefit programs like Medicare, Medicaid, Link, SSI, SSDI, etc
- Assess participants for eligibility for other programming leading to housing (ESG, prevention, RRH, market-rate housing, etc.)
- Coordinate with internal mental and physical health providers
- Provide short-term support services to clients awaiting entry into other programming, including street survival and safety, strategies for reuniting with family or friends, etc.
- Provide referrals for complex client 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

**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 required
- Minimum one (1) year experience providing case management services required
- Strong communication skills with a demonstrated high level of empathy and respect for program participants required
- Computer competency and comfort with data entry required
- Experience working with individuals experiencing homelessness and/or mental illness preferred

**Other requirements:**

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

**Reports to:** Chicago Avenue 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 has served over 1,100 individuals through our services. To learn more about our programs, please visit our website at [www.connect2home.org](http://www.connect2home.org).