



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

JOB DESCRIPTION

COMMUNITY CASE MANAGER

FLSA Status: Non-Exempt

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: Shelter Manager