



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

JOB DESCRIPTION

HOUSING CASE MANAGER

FLSA Status: Non-Exempt

Summary of Position: The Case Manager provides case management services to participants in short-term subsidy programs. The goal of the program is for participants to be able to pay full rent in a market rate unit or connect with a permanent housing option after being in the program. The Housing Case Manager will provide case management, education and employment assistance, health and wellness support, and a focus on increasing income.

Specific Duties:

- Conduct interviews and assessments leading to program qualification
- Work with Coordinated Entry Lead Team, District 65 and 202 school social workers, other external referral sources, and internal Connections Case Managers to intake new participants
- Work with the Connections Housing Resource Specialists and local landlords to monitor housing and advocate for participants and to assist participants in maintaining housing
- Provide ongoing case management to individuals and families who have experienced homelessness with support and comprehensive goal planning around educational, employment, budgeting, housing, health and wellness, and children's educational goals. Assist participants in identifying and locating services that will help them implement their goals
- Develop and maintain working knowledge of community resources related to case management
- Complete inspection on potential units before lease signing. Complete consistent home visits throughout the program to ensure safe living conditions
- Maintain contact with other service providers and participate in planning and service coordination meetings as needed. Advocate to ensure participants receive fair and consistent services and public benefits to which they are entitled. Work with participants to enroll in public benefits to which they are entitled

- Assist and advocate for participants when working with housing authorities or other housing entities
- Support participants in organizing and maintaining household basic safety skills, routine home maintenance
- Support participants in financial skills, including developing a household budget, paying bills in a timely manner, and opening and maintaining a bank account
- Assist with participant move-ins and apartment set-ups
- Transport participants to appointments as needed
- 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
- Plan and implement family programming along with Case Managers in other Connections' programs
- Implement trauma informed care and harm reduction best practices
- 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 individuals or families impacted by homelessness, those experiencing domestic violence, or participants impacted by trauma;
- Computer literacy in Microsoft Word and Excel and in client database usage;

The following qualifications are highly desirable:

- Bachelor's degree or equivalent experience.
- Basic knowledge of HUD and state funding requirements
- English/Spanish bilingual

Other requirements:

- Valid Illinois Driver's License and must be insurable under agency policy
- Flexible schedule – may be required to attend after-hours meetings or respond to emergencies

- Able to work independently and with diverse populations and able to meet clients in their homes
- Excellent speaking, writing and interpersonal skills
- Must submit to a criminal background check and submit to or provide evidence of a recent test for tuberculosis

Reports to: Housing Programs Manager
July, 2023