



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

JOB DESCRIPTION

SHELTER CASE MANAGER

FLSA Status: Non-Exempt

Summary of Position: The Shelter Case Manager provides case management services to participants in the Community Programs shelter program.

Specific Duties:

Program-related

- Provide case management services to a case load of individuals and families participating in Connections' shelter program, with a focus on identifying and transitioning households to a permanent housing solution
- Facilitate life skills groups and community meetings for shelter participants
- Verbally de-escalate situations and respond to crisis needs of shelter participants
- Partner with shelter participants to mutually establish goals and develop service plans for each household on assigned caseload, with a focus on identifying permanent housing
- Follow up on incident reports involving participants to review expectations and complete Learning Agreements as needed
- Complete intake and housing assessments (VI-SPDAT) for individuals and families residing in Connections' shelter program. Assess participants for eligibility for other programming leading to housing (e.g. ESG, prevention, RRH, market-rate housing, etc.)
- Ensure timely entry of appropriate data (i.e. case notes, service plans, housing intakes and assessments) into designated systems such as HMIS
- Facilitate enrollment in mainstream benefit programs (Medicare, Medicaid, Link, SSI, SSDI, etc.)

- Assess and link shelter participants to other needed services, both internal (RN; Mental Health Specialist) and external (community mental health services, primary care, substance use, etc.)

General

- Attend and participate in meetings and trainings as expected and required by the agency, including regular supervision and team meetings; agency meetings; and multi-disciplinary case consultation meetings
- Implement trauma informed care and harm reduction best practices
- Adhere to the Core Values and Code of Conduct for Connections for the Homeless
- Develop and maintain effective working relationships with referral sources, participants, and staff to ensure effective service delivery
- Other duties as assigned

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
- At least one-year experience providing case management services required, preferably with individuals impacted by homelessness, mental illness, or trauma
- Computer literacy in Microsoft Word and Excel and in client database usage
- Available to work weekends and evenings

Other requirements:

- Valid Illinois Driver's License and must be insurable under agency policy
- Able to work independently and with diverse populations
- 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: Community Programs Manager

September, 2020