



Job Description: Interim Housing Program Manager

Status: Full-time Exempt

Reports to: Program Director

Currently Supervises: IHP Case Managers, ICLP Case Manager

Schedule: 8-hour shift | Mon-Fri

Work Location: In person.

Salary Range: \$48-\$51

Our Mission

Lincoln Park Community Services (LPCS) brings communities together to empower individuals facing homelessness and poverty to secure stable housing and make sustainable life changes.

Job Summary

The Program Manager at Lincoln Park Community Services, reporting to the Program Director, is pivotal in fostering a supportive environment for individuals facing homelessness and poverty. This role oversees the IHP Case Managers at both locations and the ICLP Case Manager supporting the creation and maintenance of a safe, healthy, and respectful community. Key responsibilities include some case management, individual counseling, and ensuring programmatic and operational excellence. Through strategic community engagement and internal collaboration, the Program Manager guides case managers in enhancing guests' social skills and decision-making abilities, contributing significantly to the organization's mission of empowering individuals towards stable housing and sustainable life changes.

Responsibilities

Client Support and Case Management

- Provide comprehensive support including case management, case planning, and individual counseling for Interim Housing Guests, Community Clients, Permanent Housing Residents, and Graduates.
- Develop treatment plans, set goals, provide referrals, and follow up to ensure assistance is secured.
- Facilitate life skills groups and classes to empower clients towards self-sufficiency.

Staff and Intern Supervision

- Assign caseloads and provide supervision to Case Management staff and interns, ensuring adherence to case management guidelines.
- Offer guidance on effective case management techniques and client advocacy.

Collaboration and Partnership

- Work collaboratively with other staff to ensure a continuum of services and housing options for clients.
- Establish and maintain partnerships with other social service agencies for continuity of services and referrals.

Quality Assurance and Reporting

- Oversee quality assurance processes to ensure client files are maintained according to standards.
- Create monthly reports detailing statistics, progress, and accomplishments of the LPCS.

Community Engagement and Advocacy

- Respond to client grievances and manage disciplinary measures in a supportive manner.
- Represent the LPCS in advocacy groups, member organizations, and community events, promoting healthy connections within the larger community.
- Attend LPCS' Annual Volunteer Appreciation Event and weekly staff meetings, showcasing a commitment to community empowerment.

Guest Relations and Organizational Representation

- Build and maintain respectful relationships with individuals facing homelessness.
- Skilled in comprehensive case management, staff supervision, and collaborative teamwork.
- Proficiency in maintaining confidential client files and reports accurately.
- Experience in representing the organization positively in various community and advocacy groups.

Qualifications

- MSW or a degree in Psychology, Social Work, Counseling, or related field required (or equivalent experience)
- Minimum of three years of experience with homeless, mentally ill, and substance use recovery populations.
- Experience with homeless and at-risk populations.
- Skilled in group facilitation within diverse environments.
- Understanding of the social, economic, and cultural challenges facing homeless populations in Chicago.
- Bilingual in English and Spanish preferred.
- Strong written and verbal communication skills.
- Program evaluation experience preferred.

Equal Employment Opportunity Statement

Lincoln Park Community Services (LPCS) is an equal opportunity employer. LPCS does not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law. All aspects of employment including the decision to hire, promote, discipline, or discharge will be based on merit, competence, performance, and organizational needs. Our goal is to be a diverse workforce that is representative of those we serve.

Other Considerations

NOTE: *This job description is not intended to be all inclusive and employees may perform other duties as assigned.*

Benefits

- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance