



Job Description: Interim Housing Program Case Manager

Status: Full-time Exempt

Reports to: Program Manager

Currently Supervises:

Schedule: 8-hour shift | Mon-Fri (some weekends)

Work Location: In person.

Salary Range: \$38 - \$42

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

To help LPCS clients achieve their full potential, they need a stable and positive environment for life transformations. The Case Manager ensures a safe, healthy relationship with Guests, Graduates, and community clients, fostering a sense of belonging to a larger community. This connection encourages more personal investment in life changes. The Case Manager promotes involvement in both LPCS and the broader community, linking clients to social services for improved social skills and decision-making.

Responsibilities

Case Management and Counseling

- Provide assessment, case planning, case management, and individual counseling, for a caseload of approximately 16 Interim Housing Guests as well as support of Community Clients and Graduates and Independent Community Living Program residents as needed.
- Complete Intake and Exit assessments for IHP guests in the Homeless Management Information system (HMIS).
- Serve as a Task Supervisor to students interning as case management staff.
- Oversee the case planning, assessment, and individual counseling for clients in the IHP and for Graduates and Community Clients as needed.
- Rotate as on-call staff with other program staff to provide after-hours support to IHP guests.
- Ensure the practice of unconditional positive regard towards guests, fostering an atmosphere of respect, understanding, and support in all interactions.

Education and Skill Development

- Facilitate groups and classes on life skills.

Administration and Reporting

- Create monthly reports of LPCS statistics, progress, and accomplishments.
- Maintain accurate and confidential client files using internal systems and the city's HMIS database.

Collaboration and Training

- Work collaboratively with other staff to provide a continuum of services and housing options for clients and to ensure healthy functioning within the LPCS and the larger community.
- Attend weekly staff meetings.
- Attend assigned trainings.

Community Engagement and Advocacy

- Responsible for cultivating a supportive and inclusive environment that encourages guests to establish meaningful connections with LPCS and actively engage with the broader community.
- Establish and maintain partnerships with other social service agencies.
- Work closely with referral and referring agencies to ensure continuity of services for each guest.
- Represent LPCS within advocacy groups, member organizations, and community organizations and to visiting volunteers and groups.
- Attend LPCS' Annual Volunteer Appreciation Event.

Performance Competencies

- **Leadership:** Demonstrates the ability to consistently meet objectives, undertake additional responsibilities when needed, and maintain a positive, goal-driven attitude. This includes being proactive and making decisions aligned with organizational goals.
- **Initiative:** Shows a strong interest in personal and role development, coupled with a high level of motivation to enhance performance and expand job-related knowledge.
- **Judgment:** Exercises discretion in decision-making within job responsibilities, escalates decisions when necessary, and handles confidential information with care.
- **Communication Skills:** Effectively communicates ideas in both individual and group settings, through oral and written means. This skill involves adjusting communication style to meet the needs of different individuals, sharing information promptly, and maintaining confidentiality.
- **Planning And Organization:** Capable of organizing workload, setting priorities, and managing time efficiently to complete tasks and meet responsibilities.

- **Management Of Resources:** Utilizes time, money, technology, and community resources in an efficient and effective manner, and offers suggestions for improvement.
- **Focus:** Engages thoughtfully with both internal and external stakeholders, empathetically anticipating and addressing their needs, and ensuring satisfaction through diligent follow-up and monitoring.
- **Teamwork:** Works collaboratively with colleagues, offering and receiving feedback constructively, sharing ideas, adapting to changes, and resolving interpersonal conflicts.
- **Technical Knowledge:** Possesses the specific skills and knowledge necessary for the role, including familiarity with industry-standard procedures, tools, and equipment.
- **Work Habits:** Exhibits commitment, dedication, cooperation, and a positive attitude. Adapts to changes in job duties and proactively supports transitions with professionalism.
- **Creativity:** Approaches tasks with inventiveness, seeking new alternatives and solutions, and efficiently achieving objectives with resourcefulness and autonomy.
- **Business & Organization Knowledge:** Understands the issues related to homelessness and the needs of clients, recognizing the importance of their role in the success of LPCS and its clients. Continuously seeks to expand knowledge on homeless services to improve performance and service delivery.

Qualifications

- Bachelor's in Psychology, Social Work, Counseling, or related field (or equivalent experience) required
- Proficiency in Spanish and English preferred
- Experience with homeless and at-risk populations desired
- Familiarity with Chicago's housing and human services systems
- Excellent written and oral communication skills
- Ability to facilitate group sessions
- Able to work independently and as part of a team
- Proficient in computer use, research tools, and database systems

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