



## Job Description: Interim Housing Program Case Manager

**Status:** Full-time Exempt

**Reports to:** Program Manager

**Currently Supervises:**

**Schedule:** 8-hour shift | Mon-Fri | 8:30am - 5:00pm (some weekends & afterhours)

**Work Location:** In person.

**Salary Range:** \$38,000 - \$42,000

### 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 Support Coordination

- 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.

- Exercises discretion in decision-making within job responsibilities, escalates decisions when necessary, and handles confidential information with care.

### **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.
- Utilizes time, money, technology, and community resources in an efficient and effective manner, and offers suggestions for improvement.

### **Collaboration and Training**

- Work with an extended team to provide a continuum of services and housing options for clients and to ensure healthy functioning within the LPCS and the larger community.
- Skilled at both collaborating with colleagues through constructive feedback, idea sharing, and conflict resolution, and excelling independently with initiative and minimal supervision. Balances group efforts and solo tasks effectively.
- Attend weekly staff meetings.
- Attend assigned trainings.

### **Community Engagement and Communication**

- 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.
- 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.
- Represent LPCS within advocacy groups, member organizations, and community organizations and to visiting volunteers and groups.
- Attend LPCS' Annual Volunteer Appreciation Event.

### **Qualifications**

- Bachelor's degree in Psychology, Social Work, Counseling, or a related field, or equivalent experience, is required
- Proficiency in Spanish and English preferred
- Understanding of the social, economic, and cultural challenges facing homeless populations in Chicago.

- Familiarity with Chicago's housing and human services systems and resources
- Excellent written and oral communication skills
- Ability to facilitate group sessions
- Proficient in Microsoft Word and Excel, with the ability to effectively use and manage relevant databases. Quick learner of new software tools specific to shelter operations.

## 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.

## Health, Safety & Other Considerations

*This position involves regular interaction with individuals and teams, including in high-stress or crisis situations. The role may occasionally require working outdoors in inclement weather. While performing the duties of this job, the employee is routinely required to communicate effectively (both verbally and in writing), sit, stand, walk (including ascending and descending stairs), and use hands and arms to operate tools or equipment. The employee may also be required to lift or move objects up to 25 pounds. This role may involve responding to emergencies and requires the ability to remain calm and make sound decisions under pressure.*

*Employees are advised on OSHA standards through required signage and administrative updates as compliant with federal law.*

**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