



Job Description: Street Outreach Program Manager

Status: Non-exempt, Full-time

Reports to: Program Director

Currently Supervises: Street Outreach Workers, student interns

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

Work Location: In person.

Annual Salary Range: \$47,000 – \$50,000

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

The Street Outreach Program Manager, supervised by the Program Director, leads a team of Street Outreach Workers to identify and engage individuals experiencing street-based homelessness in Chicago. This role focuses on establishing safe, respectful, and trusting relationships with participants to motivate life changes and connect them to social services and housing options. The Program Manager encourages participants to engage with both LPCS and their immediate community, fostering self-determination and stability. This is done through developing outreach services, managing cases, supervising interns, and collaborating with agencies to ensure comprehensive participant support.

Responsibilities

Programs and Services:

- Promote a healthy connection to the LPCS and larger community environment for Street Outreach Participants.
- Oversee the development and provision of Outreach Services to individuals experiencing street-based homelessness in Chicago, including engagement, assessment, case planning, case management, and individual counseling.
- Provide support to the Community of Drop-in Center and Interim Housing Guests, Graduates, and Independent Community Living Program residents, focusing on case management services tailored to individual needs, empowering participants to achieve their self-identified goals.

- Complete Intake and Exit assessments for Interim Housing (IH) guests in the Homeless Management Information System (HMIS) and maintain accurate, confidential client files.
- Supervise students interning as Street Outreach Workers, ensuring the provision of basic needs services and adherence to case management guidelines.
- Work collaboratively with other staff to ensure a continuum of services and housing options for participants and to maintain healthy functioning within LPCS and the broader community.
- Establish and maintain partnerships with other social service agencies, ensuring continuity of services for each guest.
- Rotate as the on-call Program Staff with other Program Staff to provide support to LPCS Interim Housing Programs.
- Represent LPCS within advocacy groups, member organizations, and community organizations, and to visiting volunteers and groups.

Operations and Administration:

- Create and submit monthly reports on Street Outreach statistics, progress, and accomplishments.
- Attend all-staff meetings and assigned trainings.
- Maintain accurate and confidential client files using internal systems and the city's HMIS database.

Communications and Public Relations:

- Represent LPCS in various advocacy and community organizations, attending events such as the LPCS Annual Volunteer Appreciation Event, Taste of Fall and Metamorphosis.
- Communicate effectively with team members, ensuring that interactions are constructive and positive, contributing to facing challenges, building morale, and fostering a positive agency culture.

Leadership and Professional Development:

- Demonstrate leadership by accomplishing expected objectives and taking initiative on additional tasks, maintaining a positive, achievement-oriented attitude, and influencing others to do the same.
- Display initiative by showing a high level of interest in role development, motivation, and a willingness to improve job performance and increase knowledge.
- Exercise judgment and discretion in decision-making within the scope of the role, especially in handling confidential material.
- Exhibit strong communication skills, adjusting tone and terminology as needed, and ensuring timely and appropriate exchange of information.

Teamwork and Resource Management:

- Effectively plan and organize workload, set priorities, and manage time to complete assignments.

- Manage resources efficiently, including time, money, technology, and personnel, while making suggestions for improvement.
- Foster teamwork by developing relationships with co-workers, contributing ideas, adapting to changing circumstances, and resolving interpersonal conflicts.

Creativity and Problem-Solving:

- Use creativity and resourcefulness to develop unique approaches, seek new alternatives, and take appropriate actions to meet position objectives.
- Demonstrate a strong understanding of issues surrounding homelessness and the needs of guests, contributing to the success of LPCS and the individuals served.

Qualifications

- Bachelor's 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.
- Demonstrated ability in applying Housing First, trauma-informed care, and harm reduction strategies in a leadership role.
- 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.
- Valid driver's license, proof of insurance and access to a vehicle to fulfill job duties

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