



Job Description: Independent Community Living Program Case Manager

Status: Full-time Exempt

Reports to: Program Director

Currently Supervises: N/A

Schedule: 8-hour shift | Mon-Fri

Work Location: In person.

Salary Range: \$41 - \$44

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 Independent Community Living Program (ICLP) Case Manager, under the Program Director's supervision, plays a vital role in enhancing residents' and clients' well-being by fostering safe, healthy, and respectful relationships. This role emphasizes community engagement, promoting independence through case management, and connecting clients with vital services to improve social skills and decision-making. Responsibilities include managing a caseload, conducting assessments, developing individualized plans, and facilitating life skills workshops, alongside rent management and after-hours support. This position collaborates closely with other staff and agencies to provide comprehensive services and housing options.

Responsibilities

Case Management and Support Services

- Provide comprehensive case management, including service/goal planning, assessment, and counseling, tailored to individual client needs.
- Apply clinical skills and family systems knowledge, offering crisis intervention and facilitating life skills groups as necessary.
- Serve as a Task Supervisor for intern case management staff, ensuring guideline adherence.

Client Support and Housing Stability

- Assist clients in obtaining and maintaining stable, safe, and affordable housing, using Harm Reduction, Housing First, Unconditional Positive Regard and Trauma-Informed Care frameworks.
- Collaborate with clients to assess program eligibility and service level, developing client-led service plans for housing stability and financial self-sufficiency.
- Facilitate financial independence, educating clients on financial practices and assisting with security deposits and rental assistance.

Advocacy and Referral Services

- Conduct advocacy on behalf of clients with public benefit and service providers and refer to supportive services for holistic support.
- Provide crisis intervention, mediation with landlords and other service providers, and coordinate internal and external services.

Operational Support and Collaboration

- Maintain accurate and confidential client files and contribute to data collection and program reporting.
- Manage rent collection for permanent housing residents and perform additional duties to support organizational goals.
- Rotate as the on-call case manager for after-hours support.

Community Engagement and Professional Development

- Represent the organization in community, advocacy groups, and member organizations, attending regular staff meetings and training.
- Participate in fundraising events.
- Assist in the development of new programs, and work collaboratively with staff and social service agencies to ensure a continuum of services.

Qualifications

- Bachelor's in, Social Work, Counseling, or a related field, or equivalent experience, is required.
- Bilingual proficiency in Spanish and English is preferred.
- Comprehensive knowledge of the social, economic, and cultural challenges facing homeless and at-risk populations within Chicago.
- Previous experience working with homeless and at-risk populations is desired.
- Familiarity with Chicago's housing and human services systems and resources.
- Exceptional written and oral communication skills, including the ability to facilitate group sessions effectively.
- Ability to work both independently and collaboratively in a team environment.

- Proficient in the use of computers and software tools, including Microsoft Word and Excel, with the ability to quickly learn and effectively manage relevant database systems.
- Valid driver's license, proof of insurance, and access to a vehicle are required.

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