



We're growing our team!

Position Title: Case Manager

Supervised By: Interim Housing Program Manager

Supervises: No one, but may oversee intern(s)

Department: Programs

Status: Non-exempt, Full-time

SUMMARY

For LPCS clients to reach their maximum potential, each needs a stable, safe, healthy, positive place in which to make life changes. The Case Manager is responsible for establishing and maintaining a safe, healthy and respectful relationship with Guests and Graduates of the interim housing facility and clients of LPCS living elsewhere in the community. Clients will become more invested in their own life changes when they feel connected to something larger than themselves – a community. The Case Manager encourages clients to engage in LPCS' community and in their immediate community. Through this relationship, the Case Manager connects clients to other social service agencies, resulting in greater social skills and more positive decision-making abilities.

RESPONSIBILITIES

Programs and Services

- Promote a healthy connection to the LPCS and larger community environment for clients
- Provide assessment, case planning, case management, and individual counseling, for a caseload of approximately 16 Interim Housing (IH) Guests as well as support of Community Clients and Graduates and Independent Community Living Program residents as needed. This includes meeting with individuals; assessing and prioritizing their needs; completing intake, assessment and release of information forms; developing a service plan together with the individual client; setting goals; providing referrals for appropriate services; advocacy and following up to ensure assistance is secured. Case management is a process that involves empowering individuals to act on their own behalf, rather than

doing things for them. This process also includes providing positive reinforcement for positive, healthy progress and tailoring the case management approach to the individual.

- Complete Intake and Exit assessments for IH 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 IHC and for Graduates and Community Clients as needed. Ensure that case management guidelines are followed, including intake, assessment, development of a care plan with each client, setting goals, providing referrals for appropriate services, advocacy, follow up to ensure assistance is secured, and closing case files of clients who have moved from the Interim Housing program.
- 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
- Establish and maintain partnerships with other social service agencies. Work closely with referral and referring agencies to ensure continuity of services for each guest
- Facilitate groups and classes on life skills
- Rotate as the on-call case manager with other case managers to provide after-hours support to permanent housing Residents
- Other duties as assigned

Operations and Administration

- Create monthly reports of LPCS statistics, progress, and accomplishments
- Attend weekly staff meetings
- Attend assigned trainings
- Maintain accurate and confidential client files using internal systems and the city's HMIS database
- Other duties as assigned

Communications and Public Relations

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

PERFORMANCE COMPETENCIES

- LEADERSHIP – Consistently accomplishes the expected objectives and takes on extra tasks or projects as required or necessary. Maintains a positive, achievement-oriented attitude and influences others to do the same. Takes initiative with and is proactive in

approach to accomplishing tasks. Ability to make decisions and take actions consistent with organizational goals.

- INITIATIVE – High level of interest in role development, high degree of motivation, and willingness to improve performance and increase job knowledge.
- JUDGMENT - Uses discretion in making decisions within the scope of their job. Refers decisions beyond their scope to supervisor. Discretion in handling confidential material.
- COMMUNICATION SKILLS – Includes the ability to express ideas effectively whether face to face or in writing in both individual and group situations. Adjusting tone and terminology to the needs of the individuals with whom incumbent is communicating. Openly exchanges information in a timely manner. Knows who to keep informed. Uses confidential information with discretion.
- PLANNING AND ORGANIZATION – Ability to schedule workload, set priorities and manage time in order to complete assignments and fulfill responsibilities.
- MANAGEMENT OF RESOURCES – Ability to use time, money, technology and people as efficiently and effectively as possible. Makes suggestions to improve the resources that pertain to incumbent job responsibilities.
- FOCUS – Interaction with internal and external personnel. Requires putting self in other's place, anticipating and meeting needs quickly and accurately. It also means following up and monitoring situations to be sure everyone is satisfied.
- TEAMWORK – Ability to interact and develop relationships with co-workers, give and receive constructive input, contribute ideas and viewpoints, adapt to changing circumstances and expectations and commitment to understand and remedy interpersonal conflicts.
- TECHNICAL KNOWLEDGE – Individual's ability to demonstrate the specific skills necessary to the position using industry procedures, tools, and equipment necessary to accomplish required tasks.
- WORK HABITS – Demonstrate commitment, dedication, cooperation, positive behavior, adaptability, and flexibility with changes in jobs duties. Being able to anticipate change and bring about changes when they are needed with proper professionalism.
- CREATIVITY – Uses unique approaches and inventiveness. Seeks new alternatives and ideas. Takes appropriate action, and is efficient, resourceful, and creative in attaining position objectives. Ability to be self-directed.
- BUSINESS & ORGANIZATION KNOWLEDGE – Having knowledge of and understanding issues surrounding homelessness and the needs of our guests and clients and seeing how the incumbent's position and knowledge plays an important role in the success of LPCS and of the individuals whom we serve/support. It also includes the ability to acquire new knowledge of our homeless services and using this information.

EDUCATION AND EXPERIENCE

- BS in Social Work or other Social Science field
- Bilingual in English and Spanish preferred
- Experience working with homeless individuals preferred

HEALTH AND SAFETY REQUIREMENTS/INSTRUCTIONS

- The physical demands described here are representative of those that must be met by staff member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of the job, the employee is regularly required to sit, stand, move up and down stairways, talk and hear, drive (or otherwise commute) to and from community appointments. The employee may be required to lift and/or move up to ten pounds and occasionally lift and/or move up to twenty pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

OTHER CONSIDERATIONS

- As a full-time employee, in addition to legally required benefits, the Case Manager is eligible for fringe benefits, including but not limited to: paid time off, health and dental benefits, participation in LPCS's retirement program, life insurance.

Note: this job description is not intended to be all inclusive and employee may perform other duties as assigned

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.