



## Position Description

**Position Title:** ICLP -Case Manager

**Supervised By:** Program Director

**Department:** Programs

**Status:** Exempt

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### Duties & Responsibilities

**Overview:** In order for Independent Community Living Program (ICLP) residents and Lincoln Park Community Services (LPCS) clients to reach their maximum potential, each need 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 residents of the ICLP, guests of the Interim Housing (IH) program, 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.

### Programs & Services

- Promote a healthy connection to the LPCS and larger community environment for ICLP residents, IH Guests and Graduates, and other LPCS clients.
- Provide case management, case planning, assessment, and individual counseling, for a caseload of approximately 17 ICLP residents of a HUD funded scattered site housing program, as well as support of Community Clients and IH guests and graduates as needed. This includes meeting with individuals; assessing and prioritizing their needs; completing intake, assessment and release of information forms; developing a treatment plan together with the individual residents and completing treatment plan updates every six months; completing required assessments in the Homeless Information Management System (HMIS); 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.
- Serve as a Task Supervisor to students interning as case management staff as needed. Oversee the case planning, assessment, and individual counseling for LPCS clients. 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 as needed.

- Rotate as the on-call case manager with other case managers to provide after-hours support to permanent housing Residents.
- Manage rent collection.
- Other duties as assigned.

#### **Operations & 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.

#### **Community & 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.
- The Lincoln Park Community Shelter is an equal opportunity employer.

Lincoln Park Community Services is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ethnicity, religion, sexual orientation, veteran status, national origin, pregnancy or related conditions, or disability. While performing the duties of this job, the employee is regularly required to talk or hear, sit, use hands, reach with hands and arms, stand, walk, walk up and down stairs, lift and/or move up to 25 pounds.

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

**To apply contact: [recruitment@lpcschicago.org](mailto:recruitment@lpcschicago.org)**