



Chicago House empowers persons living with or vulnerable to HIV/AIDS to lead healthy and dignified lives, through housing and compassionate, client-centered support services.

JOB DESCRIPTION

POSITION TITLE: Supportive Housing Program Case Manager

CLASSIFICATION STATUS: Exempt

POSITION DESCRIPTION:

- Ability to case manage a diverse population of individuals who have experienced chronic homelessness in a supportive scattered-site housing program
- Ability to complete home visits to clients' homes
- Ability to respectfully interact with clients and landlords
- Ability to work cooperatively as part of a team
- Ability to respond to emergencies and be on call as required
- Ability to work from a harm reduction approach
- Ability to learn and use database systems

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Use the Coordinated Entry System to identify referrals for housing, including determining and documenting client eligibility for housing program.
- Conduct comprehensive psychosocial assessments of clients' needs and create a service plan required to meet those needs utilizing input from the client, medical personnel, staff, and others as appropriate
- Routinely assess client's progress toward meeting goals on service plan; provide motivational enhancement as needed.
- Provide intensive case management services that focus on improving clients' health outcomes, quality of life indicators, and long-term housing stability.
- Make referrals to link clients with other Chicago House programs as well as with external community services, and advocate for access to needed services.
- Serve as client's advocate in the procurement of benefits and entitlements.
- Facilitate clients' placement into housing, developing and maintaining relationships with landlords and property managers.
- Maintain client files in accordance with Chicago House, IDHS, HUD, and Council on Accreditation standards.
- Attend and participate in appropriate staff meetings.
- Report health and/or behavior changes of clients to the Program Manager
- Use corresponding database(s).



- Perform other duties as assigned

REQUIREMENTS/QUALIFICATIONS:

- Bachelor's degree in social work or related field; Master's preferred. Bachelor's may be waived with demonstrated experience, knowledge and effectiveness in homelessness/housing services with highly vulnerable populations when all other requirements are met.
- Must have consistent access to a vehicle to complete home visits.
- Experience in using Motivational Interviewing preferred.
- Experience in Trauma Informed Care preferred.
- Previous housing experience and familiarity with chronic illness preferred.
- Demonstrated excellent oral and written communication skills
- Team oriented work style
- Bilingual/bicultural preferred
- Proven ability to collaborate successfully across diverse cultural and social communities

Chicago House is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, gender identity, sex assigned at birth, arrest record, HIV status, or any other characteristic protected by applicable federal, state or local laws.