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*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.*

**HOUSING AND HEALTH CASE MANAGER**  
**JOB DESCRIPTION**

**POSITION TITLE:** Housing and Health Case Manager for Residential Housing

**CLASSIFICATION STATUS:** Exempt

**POSITION DESCRIPTION:**

- Ability to case manage a diverse population of formerly homeless individuals and families in a supportive housing program
- 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
- Ability to provide Trauma-informed Care

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- 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 and engage client in motivational enhancement as needed
- Provide case management services that focus on improving clients' health outcomes, self-sufficiency, increasing income and long term housing stability.
- Serve as clients' advocate in the procurement of benefits and entitlements
- Complete and facilitate discharge of clients, including method for follow-ups
- Attend and participate in appropriate staff meetings, including blended management
- Report potential housing crises, clients' health and/or behavior changes to supervisor
- Participate in completion of quarterly/annual progress reports to funders
- Manage an assigned caseload of clients living with HIV/AIDS requiring comprehensive, intensive case management, Ryan White Medical Case Management Services, and care coordination for the clients living in the Family Support and Independent Living Program.

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- Coordinate care between other service providers including, but not limited to: doctors, hospitals, insurance companies, and pharmacies.
- Collaborate with program staff to assure quality care and to identify appropriate services for the clients.
- Maintain a professional therapeutic relationship with the clients and practice trauma informed care and strengths based approaches.
- Collaborate with clients to establish Individualized Service Plans using SMART goals every six months and review progress on their goals with them every 2 weeks.
- Maintain client files in accordance with the standards established by Chicago House and Social Service Agency, IDHS, HOPWA and additional funders.
- Participate and help organize community meetings for clients at the residential buildings.
- This is an On Call Position. Staff are required to be on call 1 week per month.
- Perform other duties as assigned

**REQUIREMENTS/QUALIFICATIONS:**

- Bachelor's degree in Social Work or related field, Master's preferred.
- Experience in using Motivational Interviewing preferred.
- Experience in Trauma Informed Care preferred.
- Previous housing experience and familiarity with HIV/AIDS 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

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