

Employment Opportunity

Position: Case Manager – Client Service Center and Interim Housing

Summary: This position is responsible for intake, assessment, case management, and referral services to program participants who use the shelter/client service center system, and for providing advocacy and education on behalf of participants.

Reports To: Client Service Center Director (20 hours/week); Interim Housing Director (20 hours/week)

Responsibilities (to be performed with or without reasonable accommodation):

1. Provide screening and intake of program participants who use the Interim Housing and the Client Service Center.
2. Prepare and maintain accurate confidential case files, contractual compliance and paperwork, and status reports.
3. Provide individual case management to participants to establish goals and objectives.
4. Work with participants to develop individual transition and employment plan.
5. Provide appropriate referrals to community services.
6. Document and report any emergencies to the appropriate program director.
7. Provide education and advocacy on behalf of agency programs, services, and clients to volunteers at Interim Housing sites.
8. Provide required program forms and information according to expected deadlines.
9. Maintain Interim Housing nightly information log and insure adequate site supplies are provided for the site.
10. Provide and/or insure advocacy, support, life skills and education groups/workshops, and enrichment programs to help support participant's goals.
11. Attend and actively participate in all agency or required community meetings.
12. Other duties as assigned by supervisor.

Knowledge, Skills and Abilities:

1. Excellent engagement skills.
2. Effective written, oral, and crisis intervention skills.
3. Strong organizational skills with attention to detail.
4. Ability to think conceptually and to be creative.
5. Strong interpersonal skills.
6. Problem solving skills.
7. Ability to plan and analyze.
8. Ability to work independently and work as part of a team.
9. Computer literacy in word and excel.
10. Knowledge of issues related to homelessness, poverty and Mental Health preferred.



Qualifications:

1. Bachelor's degree in Social Work or related field.
2. Strong customer services focus with a positive attitude.
3. Experience in case management
4. Experience in issues related to homelessness, poverty, and mental health preferred.
5. Experience with substance abuse and/or having CADC certification preferred.

Other:

1. Flexible hours required.
2. Provide own transportation.

Classification Status: Full-time exempt

To apply, please email cover letter and resume to hr@dupagepads.org, listing "Case Manager – Client Service Center" in the subject line.