

### Employment Opportunity

**Position:** Outreach Case Manager

**Summary:** This position is responsible for connecting individuals and families to the DuPagePads Interim Housing program by establishing trust and building rapport for people who are unsheltered and are not currently utilizing the Interim Housing services.

**Reports To:** Interim Housing Director

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

1. Provide crisis intervention assessment, case coordinator and engagement to individuals on the street.
2. Assist with transportation to shelter and/or various places when deemed appropriate.
3. Work in teams of two to provide outreach and social services to unsheltered individuals.
4. Provide screening and intake of program participants who enter the Interim Housing system.
5. Provide appropriate referrals to community services.
6. Establish relationships with community police departments, libraries and community organizations for purposes of identifying individuals who need services.
7. Provide required program forms and information to the Interim Housing Director or office staff according to expected deadlines.
8. Maintain nightly information log and required data entry according to expected deadlines.
9. Monitor and act on community reports of unsheltered individuals.
10. Attend and actively participate in all agency or community meetings.
11. Other duties as assigned by supervisor.

**Knowledge, Skills and Abilities:**

1. Excellent engagement skills.
2. Ability to work independently and work as part of a team.
3. Knowledge of issues related to homelessness, poverty, and mental health.
4. Strong interpersonal skills.
5. Problem solving skills.
6. Computer literacy in Microsoft Office.



**Qualifications:**

1. Bachelor's degree or equivalent work experience in related field.
2. CADC or CARS Certification preferred.
3. Experience in issues related to homelessness, poverty, and mental health preferred.

**Other:**

1. Evenings and weekends work required.
2. Must be on call during times the Interim Housing sites are open.
3. Provide own transportation.

**Classification Status:** Part-time non-exempt

To apply, please email cover letter and resume to [hr@dupagepads.org](mailto:hr@dupagepads.org), listing "Outreach Case Manager" in the subject line.