

Employment Opportunity

Position: Interim Housing/Street Outreach Case Worker

Summary: This position is responsible for intake, assessment, case coordination, referrals, crisis intervention, advocacy and engagement to unsheltered individuals and program clients who use the Interim Housing system.

Reports To: Interim Housing Director

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

1. Operates within the DuPagePads Core Values, which supports providing care in accordance with the Trauma Informed Policy and Practices of the Agency.
2. Work in teams of two to engage and provide outreach, crisis intervention, and assessment and case coordination to unsheltered individuals.
3. Monitor and act on community reports of unsheltered individuals.
4. Assist with transportation of unsheltered individuals to Interim Housing sites and/or various places when deemed appropriate.
5. Develop and establish ongoing relationships with community police departments, libraries and community organizations for purposes of identifying individuals who need services.
6. Provide screening and intake of program participants who use the Interim Housing system.
7. Provide appropriate referrals to community services, Interim (Overnight) Housing and Client Service Center.
8. Engage with program clients to build relationships to help move them to the next level of service in Interim (Overnight) Housing or Coordinated Entry System.
9. Document and report any hospital calls or emergencies to the Interim Housing Director.
10. Engage with program volunteers to insure overnight site operations are managed safely and effectively.
11. Provide education and advocacy on behalf of agency programs, services, and clients with volunteers at Interim Housing sites.
12. Advocate and provide increased community education, relationships, and supports to benefit unsheltered individuals.
13. Provide required program forms and information to the Interim Housing Director and/or office staff according to expected deadlines.
14. Maintain nightly information log and required data entry according to expected deadlines.
15. Attend and actively participate in all agency and required community meetings.
16. Other duties as assigned by supervisor.

Knowledge, Skills and Abilities:

1. Excellent engagement skills.
2. Effective written, oral, and crisis intervention skills.
3. Ability to think conceptually and to be creative.
4. Strong interpersonal skills with attention to detail.
5. Problem solving skills.
6. Ability to plan and analyze.
7. Ability to work independently and work as part of a team.
8. Experience in issues related to homelessness, mental health/substance abuse preferred.
9. Computer literacy in Microsoft Office.

Qualifications:

1. Bachelor's degree in Social Work preferred, or equivalent work experience.
2. Strong customer service focus/ positive attitude.
3. CADC or CARS Certification preferred.
4. Experience in issues related to homelessness, poverty, and mental health preferred.

Other:

1. Evenings and weekends required.
2. Provide on call coverage according to assigned work schedule.
3. Provide own transportation.

Classification Status: Part-time non-exempt

To apply, please email cover letter and resume to hr@dupagepads.org, listing "Interim Housing/Outreach Case Manager" in the subject line.