

### Employment Opportunity

**Position:** Case Manager – Client Service Center

**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

**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. Screen and assess participants who use the Interim Housing/client service center system.
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. Prepare and maintain accurate confidential case files, contractual compliance and paperwork, and status reports.
7. Provide and/or insure support and enrichment programs to assist participants.
8. Advocate for increased community education, relationships, and solutions to benefit our client population.
9. Participate in weekly Client Service Center meetings, weekly supervision meeting, and monthly Staff Meeting.
10. Attend community meetings to network and develop resources for program participants.
11. 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. Experience in case management
3. Experience in issues related to homelessness, poverty, and mental health preferred.
4. Experience with substance abuse and/or having CADC certification preferred.

**Other:**

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

**Classification Status:** Full-time Non-Exempt

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