

### **Employment Opportunity**

**Position:** Supportive Housing Case Manager

**Summary:** This position is responsible for providing advocacy, education, and referral services to program participants and engage collaboratively with community providers to achieve client goals.

**Reports To:** Supportive 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. Manages a case load of clients and provides skill training to meet clients' assessed needs with the intention to transition clients to greater independence.
3. Acts as client advocate to facilitate access to resources and services.
4. Works collaboratively with providers to achieve client goals.
5. Develops and maintains client goal plans, annual assessments, and completion or coordination of completion of other required forms.
6. Acts as a liaison between community resources and clients.
7. Performs documentation expectations with client contact/ monthly progress reports/ accurate confidential case files, and contractual paperwork.
8. Maintains collaborative relationships with co-workers to effectively support clients.
9. Provides housing support groups and workshops collaboratively with co-workers to help support participants goals.
10. Maintains confidentiality of privileged information and adheres to client privacy laws; demonstrates sensitivity of other ethnic groups and cultures.
11. Act as housing liaison between clients and landlords, collecting rents, attending to housing issues, coordinating moving of tenants in to and out of apartments.
12. Drive program participants to activities/appointments on a regular basis.
13. Participates in client staffing's/supervision and team meetings/ agency meetings and required trainings.
14. Adheres to department guidelines for attendance and punctuality.
15. Provides phone coverage and/or response on weekend days and overnights.
16. Other duties as assigned by supervisor.

**Knowledge, Skills and Abilities:**

1. Excellent engagement skills
2. Effective written, oral communication 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. Ability to maintain accurate records in compliance with applicable regulations and standards
10. Computer literacy in Microsoft Word and Excel



11. Knowledge of issues related to homelessness, poverty, mental health, and substance abuse
12. Effective crisis intervention skills

**Qualifications:**

1. Bachelor's degree in Social Work or related field or 3 years' experience in related field.
2. Experience in housing related activities a plus.
3. Certification in substance abuse and/or MISA a plus.

**Other:**

1. Flexible hours required.
2. Be able to lift 10 pounds.
3. Provide own transportation and possess a valid Illinois Driver's License.

**Classification Status:** Exempt Full-time

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