



## North Side Housing & Supportive Services Job Announcement

<b>Job Title:</b>	Permanent Supportive Housing Case Manager
<b>Program:</b>	Permanent Supportive Housing
<b>FLSA:</b>	Full-Time Non-Exempt
<b>Reports To:</b>	Director of Housing Trust Programs/Director of Supportive Housing and Daytime Programs
<b>Direct Reports:</b>	None
<b>Job Summary:</b>	This position is responsible for providing comprehensive, individualized case-management services to clients residing in North Side Housing and Supportive Services (NSHSS) scattered site housing programs. Responsibilities include conducting monthly home visits, conducting office visits, creating individualized services plans, and connecting clients to resources. This position is located at our main office in the Ravenswood neighborhood, but requires travel throughout the city in order to complete home visits.

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### **Essential Functions**

- Maintains a case load of no more than 25 participants.
- Articulates admission criteria to clients and external referral sources; Uses NSHSS criteria and program scopes to determine if client is eligible for services.
- Through a strength-based approach conducts thorough annual assessments and written service plans.
- Conducts monthly home visits to ensure housing stability, complete service planning, develop life skills, and foster emotional support through a trauma informed approach.
- Match clients to appropriate ancillary services (i.e., medical care, mental health services, employment services, food) which provide appropriate care in a geographically and culturally accessible way.
- Performs crisis prevention and intervention as needed. Reports critical client care issues or service provider issues to direct supervisor.
- Works to engage participants in the program with the intent of stabilizing clients and maximizing retention.
- Maintains clients' files. Performs written and electronic recordkeeping as required by internal and external funders.
- Acts as a liaison between landlords/property managers and clients, coordinating applications, move-ins, inspections, and eviction prevention.
- Actively participates in weekly supervisions, program meetings, and agency staff meetings.
- Attend trainings, conferences, and/or seminars and applies skills learned to NSHSS clinical service delivery.
- Performs other related duties as assigned.

### **Qualifications**

- Commitment to the mission of North Side Housing and Supportive Services.
- Bachelor's degree in a related field required.
- Endorses a Trauma-Informed, Strength-Based practice model that integrates Harm Reduction and Motivational Interviewing.
- Experience working with individuals with mental illness and/or substance use.
- Experience working with the homeless population preferred.
- Experience working with landlords and property management companies preferred.
- Spanish language proficiency a plus.
- Ability to manage multiple responsibilities, projects, and deadlines concurrently.
- Ability to work in an interdisciplinary team approach model, taking individual responsibility and autonomy while also working well in roles leading and serving as part of a team.
- Strong written, organizational, communication and presentation skills. Intermediate computer skills.
- Valid driver's license, with safe driving record and valid insurance.