



Job Title: Homeless Prevention/ Rapid-Rehousing Full-Time Case Manager
Ministry: SEEDS
Reports to: SEEDS Program Director
FLSA Status: Salary Exempt
Posted Date: June 23, 2023

ORGANIZATIONAL BACKGROUND

At Hesed House, saving the world isn't a flight of fancy – it drives us in every action we take. We truly believe we are going to end homelessness. For us, serving one's neighbor – particularly poor, oppressed, marginalized, victimized, disinherited neighbors – is both a calling and an obligation that we tackle head on each and every day.

If you have a passion for serving the most vulnerable, leading without ego, and are committed to building a positive and collaborative work environment, we encourage you to apply for this exciting opportunity.

SUMMARY

The Homeless Prevention/ Rapid-Rehousing Case Manager is responsible for providing supportive case management to participants in the HP/ RRH program. This Case Manager conducts intakes, assessments, service planning and goal setting to homeless individuals and community members seeking financial assistance to either get housed or stay housed. Staff works in collaboration with the main agencies in Aurora that focus on employment, mental health, substance abuse, legal and housing services.

PRIMARY DUTIES AND RESPONSIBILITIES

1. Establishes goals with the program participants and potential participants, provides case management, counseling, records case notes, and effectively tracks progress using SP5.
2. Maintain client records for compliance with state grant standards and reporting deadlines.
3. Provides tools and services necessary for the participants to achieve goals and advocates for the participant when needed.
4. Responsible for connecting the participant to community resources and outside services.
5. Carries out duties and responsibilities in a timely and indiscriminate manner.
6. Responsible for making sound decisions in stressful situations with minimal supervision.

7. Assists in assigned work responsibilities and other duties fundamental to the upkeep, maintenance, and well-being of both the CRC and the organization.

OTHER DUTIES AND RESPONSIBILITIES

1. Provides assistance to other Hesus programs and ministries as needed/requested.
2. Attends various program meetings.
3. Effectively utilizes Microsoft programs including Word, Excel, Outlook, and PowerPoint.

SUPERVISORY RESPONSIBILITIES

1. None

CORE REQUIREMENTS:

- Possess "street smarts"
- Be able to assess and intervene appropriately in crisis situations
- Have the ability to work with a diverse and significantly complex population
- Be compassionate yet firm
- Must ascribe to the Hesus mission: "To feed the hungry, clothe the naked, shelter the homeless and give people the chance to hope again."
- Be self-motivated
- Demonstrate tact, diplomacy and professional conduct, display a professional image, maintain confidentiality, and not fraternize with guests
- Work in a fast paced, sometimes chaotic environment
- Have the ability to work flexible hours including nights, holidays and weekends
- Must pass DCFS and criminal background checks

QUALIFICATIONS, EDUCATION, and/or EXPERIENCE

- Must have a bachelor's degree in a human service related field.
- Must be able to meet the guests "where they are at".
- Must be willing to work under Harm Reduction and Housing First principles.
- Must have good verbal and written communication skills.
- Must possess developed computer skills.
- Case management experience preferred.
- Prior experience working with the homeless preferred.
- An understanding of poverty and street smarts preferred.
- Bilingual Spanish/English is a plus.

Please submit a cover letter and resume to:

careers@hesedhouse.org