



Job Title: LIGHT-House Full-Time Case Manager  
Ministry: LIGHT-House  
Reports to: LIGHT-House Program Director  
FLSA Status: Salary Exempt  
Posted Date: March 21, 2019

## **SUMMARY**

The LIGHT-House Case Manager is responsible for providing supportive case management to participants in the LIGHT-House program.

## **PRIMARY DUTIES AND RESPONSIBILITIES**

1. Responsible for maintaining the safety and security of the participants and the unit.
2. Establishes goals with the program participants and potential participants, provides case management, counseling, records case notes, and effectively tracks progress using SP5.
3. Provides tools and services necessary for the participants to achieve goals and advocates for the participant when needed.
4. Actively engages participant in community activities and teaches participant life skills essential to their well-being.
5. Responsible for connecting the participant to community resources and outside services.
6. Carries out duties and responsibilities in a timely and indiscriminate manner.
7. Responsible for making sound decisions in stressful situations with minimal supervision.
8. Assists in assigned work responsibilities and other duties fundamental to the upkeep, maintenance, and well-being of both the CRC and the organization.
9. Assists in the identification of chronically homeless individuals through both assessments and intakes, completed in the CRC, at PADS OES/AM, and/or in the field, which will most likely require some evening and weekend hours.
10. Ensures that participants turn in all utility bills on time where applicable.
11. Provides transportation for participants to and from important meetings.

### **OTHER DUTIES AND RESPONSIBILITIES**

1. Provides assistance to other Hesed 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 Hesed 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.

### **PHYSICAL REQUIREMENTS**

- Must be able to walk up and down stairs continuously. Must be able move light furniture weighing up to 50lbs regularly.

Please submit a cover letter and resume to:

[careers0319@hesedhouse.org](mailto:careers0319@hesedhouse.org)