



Job Title: LIGHT-House Part Time Case Manager  
Ministry: LIGHT-House  
Reports to: LIGHT-House Program Director  
FLSA Status: Hourly  
Posted Date: December 2021

### **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.

### **SUMMARY**

Public Action to Deliver Shelter, dba Hesed House is a faith-based organization serving the homeless as the second largest shelter and comprehensive resource center in Illinois. Our programs serve an average of 1000+ individuals per year. We are open to serve 24 hours a day, 365 days a year. The shelter offers meals, shelter, sleeping accommodations, showers and laundry facilities to people in need. In addition, through our case managers, guests have access to general counseling, substance abuse counseling, medical services, legal services, job coaching, and rehousing services. Specifically, the LIGHT-House program serves the most chronically homeless individuals as they settle into apartments in the community. Long term supportive services are provided to help these long term and disabled homeless individuals achieve stability and a better quality of life through supportive housing.

### **PRIMARY DUTIES AND RESPONSIBILITIES**

1. Responsible for maintaining the safety and security of the formerly chronically homeless participants and the scattered site supportive housing apartments they are now living in.
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 permanent supportive housing participants now living in their apartments 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 shelter programs 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.

#### **QUALIFICATIONS, EDUCATION, AND/OR EXPERIENCE**

- Must ascribe to the Hesed mission: "To feed the hungry, clothe the naked, shelter the homeless and give people the chance to hope again."
- Must be able to meet 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.
- Prior experience working with the homeless or vulnerable populations preferred.
- An understanding of poverty and street smarts preferred.
- Bilingual Spanish/English is preferred.
- Basic first aid training is preferred.
- Previous work in Permanent Supportive Housing and/or with the Chronically Homeless is preferred.
- Must pass DCFS and criminal background checks.
- Bachelors Degree in Health Services or related field.

#### **PHYSICAL REQUIREMENTS**

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

#### **BENEFITS**

- Eligibility for medical, dental, and life insurance benefits in the first month
- Retirement plan with organizational match
- Generous time off policies – 12 paid holidays, 10 vacation days, and 10 personal days upon employment
- Employee health and wellness reimbursement
- Cell phone reimbursement

**If interested, please send your resume to [careers@hesedhouse.org](mailto:careers@hesedhouse.org).**