



# POSITION: CASE MANAGER

Ministry: SEEDS (Sowing Empowerment, Embracing Dignity and Self-sufficiency)

Reports to: Director of Housing and Supportive Services

FLSA Status: Salary Exempt

Posted Date: September 2022

**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:** Hesed House is a faith-based organization serving the homeless and vulnerable, and a national model for ending homelessness with our Comprehensive Resource Center, shelter programs, supportive housing, and more. Our programs serve an average of 1000+ individuals per year. We are open to serve 24 hours a day, 365 days a year. Our shelters offer meals, clothing, 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, rehousing services, and more. Our vision is to end homelessness – one person, one family at a time.

## PRIMARY DUTIES AND RESPONSIBILITIES

- Conducts initial intake assessment to help determine individual needs/goals.
- Assesses individuals using the VI-SPDAT to identify appropriate housing placement
- Provides assistance to other Hesed House programs when needed.
- Collaborate with outside agencies to provide employment, mental health, substance abuse, legal and housing services to assist guests in becoming independent.
- Assists guests with obtaining necessary identification i.e. state ID's, social security cards, and birth certificates
- Provide/arrange transportation to various appointments
- Assists guest in finding employment
- Linkage to substance abuse rehabilitation services
- Provide assistance in obtaining necessary medications
- Establishes goals with the program participants and potential participants, provides case management, counseling, records case notes, and effectively tracks progress using SP5.
- Provides tools and services necessary for the participants to achieve goals and advocates for the participant when needed.
- Responsible for connecting the participant to community resources and outside services.
- Carries out duties and responsibilities in a timely and indiscriminate manner.
- Responsible for making sound decisions in stressful situations with minimal supervision.
- Assists in assigned work responsibilities and other duties fundamental to the upkeep, maintenance, and wellbeing of the organization.
- Attends program, all staff and supervision meetings as scheduled/requested.

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# POSITION: CASE MANAGER : SEEDS PROGRAM

## **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.
- 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 to move light furniture weighing up to 50lbs regularly.

## **BENEFITS**

- Retirement plan with organizational match
- Generous PTO, vacation, and holiday policies
- Part-time vacation and holiday time.
- Full-time employees are eligible for health care and dental care in your first full month of employment
- Counseling/therapy partnerships and reimbursement
- Health and wellness reimbursement
- Cell phone reimbursement

IF INTERESTED, PLEASE SEND YOUR RESUME TO

**CAREERS@HESEDHOUSE.ORG**

WE LOOK FORWARD TO HEARING FROM YOU!