



FLSA Status: Non-exempt

Bilingual Case Manager – Supportive Housing

Summary of Position: The Case Manager provides case management services to a caseload of up to 16 individuals and/or families in our Supportive Housing Program, with the goal of promoting self-sufficiency and stability, including Spanish speaking participants.

Specific Duties:

- Meets with assigned caseload of up to 16 individuals and/or families providing case management, support, life skills education, and connecting participants to community resources.
- Maintains participant files and prepares reports and other documentation accurately and in a timely manner. Utilizes and enters client information into HMIS system
- Maintains contact with other service providers and participates in planning and service coordination meetings as needed. Advocate to ensure participants receive fair and consistent services and public benefits to which they are entitled. Work with participants to enroll in public benefits to which they are entitled.
- Develops working knowledge of community resources related to needs of individuals and families.
- Work with local landlords and advocate for participants to help participants maintain housing
- Teaches participants how to properly organize and maintain household, basic safety skills, routine home maintenance.
- Teaches practical financial skills, including developing a household budget, paying bills in a timely manner, and opening and maintaining a bank account.
- Works constructively in a team setting and builds relationships with other team members
- Assists with coordination and facilitation of all Supportive Housing participant groups.
- Assists with participant move-ins and apartment set-ups.
- Transports participants to appointments as needed.
- If working with families, maintains a relationship with children's schools and attends IEP and other school meetings as needed.
- Attends weekly and, as needed, team meetings and case review as well as monthly staff meetings.
- Implements trauma informed care and harm reduction best practices.
- Adheres to the Code of Conduct for Connections for the Homeless
- Performs other duties as assigned.

The following qualifications are requirements for the position:

- Bilingual Spanish/English speaking
- Experience working with the homeless, those experiencing domestic violence, and clients impacted by trauma.
- Valid Illinois Driver's License and must be insurable under agency policy
- Flexible schedule—able to work some evenings and weekends.
- Able to work independently and with diverse populations and able to meet clients in their homes.



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- Good speaking, writing, and interpersonal skills.
- Computer literacy in Microsoft Word and Excel and in client database usage.

The following qualifications are highly desirable:

- Bachelor's degree preferred

Other requirements:

- Must be able to pass a criminal background check

Reports to: Director of Housing Programs
May, 2020