



**connections**  
FOR THE HOMELESS

2121 Dewey Avenue  
Evanston, IL 60201  
847.475.7070

## JOB DESCRIPTION

### **BIINGUAL CASE MANAGER – RAPID REHOUSING**

FLSA Status: Non-Exempt

**Summary of Position:** The Bilingual Case Manager provides case management services in these crucial areas to participants in the Rapid Re-Housing (RRH) programs. The goal of the program is for participants to be able to pay full rent in a market rate unit after being in the program by receiving case management, education and employment assistance, health and wellness support, and a focus on increasing income.

#### **Specific Duties:**

- Conduct interviews and assessments leading to program qualification
- Work with Coordinated Entry Lead Team, other external referral sources, and internal Connections Case Managers to intake new participants
- Work with the Connections Housing Locator and local landlords to monitor housing and advocate for participants; advocate for participants to help participants maintain housing
- Provide ongoing case management to individuals who have experienced homelessness with support and comprehensive goal planning around educational, employment, budgeting, housing, health and wellness, and children's educational goals. Assist participants in identifying and locating services that will help them implement their goals.
- Develop and maintain working knowledge of community resources related to case management
- Maintain 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

- Develop working knowledge of community resources related to needs of individuals and families
- Teach participants how to properly organize and maintain household, basic safety skills, routine home maintenance
- Teach practical financial skills, including developing a household budget, paying bills in a timely manner, and opening and maintaining a bank account
- Assist with participant move-ins and apartment set-ups
- Transport participants to appointments as needed
- Keep accurate, complete, and up-to-date client files and HMIS data. Prepare reports and other paperwork per established program standards
- Participate in regular staff, case staffing, in-service, and other meetings
- Maintain relationships with other service providers and participate in planning and service coordination meetings and activities as needed
- Attend all City of Evanston Rapid Re-Housing ESG calls
- Work with Case Managers in other programs
- Plan and implement family programming along with Case Managers in other Connections programs
- Implement trauma informed care and harm reduction best practices
- Adhere to the Core Values and Code of Conduct for Connections for the Homeless
- Perform other duties as assigned

**The following qualifications are requirements for the position:**

- Ability to communicate fluently in English and Spanish
- Bachelor’s degree or equivalent experience
- At least one year of case management experience, preferably with individuals or families impacted by homelessness, those experiencing domestic violence, or participants impacted by trauma
- Computer literacy in Microsoft Word and Excel and in client database usage

**The following qualifications are highly desirable:**

- Basic knowledge of HUD and state funding requirements preferred

**Other requirements:**

- Valid Illinois Driver’s License and must be insurable under agency policy
- Flexible schedule – may be required to attend after hours’ meetings or respond to emergencies
- Able to work independently and with diverse populations and able to meet clients in their homes
- Excellent speaking, writing, and interpersonal skills
- Must submit to a criminal background check and submit to or provide evidence of a recent test for tuberculosis

**Reports to:** Housing Programs Manager

August, 2020