



Job Title:	Housing Case Manager
Reports To:	Associate Manager of Programs and Program Director
FLSA Status:	Non-Exempt
Status:	2 Part-Time Positions Available - 30 hours per week
Salary:	\$24.00 to \$30.00 per hour based on experience
Location:	1922 N. Pulaski, Chicago, IL 60639
Schedule:	Monday through Friday – occasional weekends 9:00 a.m. to 3:00 p.m. Schedule subject to change based on office needs.

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

Organization Mission:

SCH's Mission is to build generational wealth through housing counseling, financial education, and advocacy, by connecting low-to-moderate income households to resources that create housing stability, homeownership, and economic mobility.

Organization Summary:

SCH has two locations to serve the North and South sides of Chicago and serves over 10,000 clients per year. SCH is a local and national leader in the housing counseling sector and continues to innovate its service delivery and expands its target market presence. We deliver quality programs and compassionate service to all residents in need.

Program Summary:

Innovative partnership with Center for Housing and Health (CHH) / (AIDS Foundation). The Flexible Housing Pool Program is funded by Hospital Networks in the Wellness West collaborative. Spanish Coalition for Housing is aligning this work as an extension to our traditional housing counseling. The goal is to serve up to 40 high risk participants who face possible homelessness or housing instability participants in the Flexible Housing Pool. The pool will provide rental assistance for upward of 12-24 months for qualified persons referred to CHH and Wellness West.

Position Summary:

The Housing Case Manager is responsible for providing comprehensive, individualized support services using a Client Centered, Housing First, Harm Reduction, Trauma Informed model for participants in the Flexible Housing Pool. Responsibilities include bi-monthly home visits to participants living in scattered site units across the Chicagoland area (Humboldt Park, Hermosa, Austin, North Lawndale, and Little Village), accompanying participants to medical & benefits appointments and connecting participants to community-based resources.

Responsibilities:

Case Management

- Provide case management services including intakes, assessments, service planning, referral and linkage management, and advocacy to a caseload of 15-20 individuals or families who are formerly homeless.

- Identify participant needs, including barriers to receiving appropriate services and assist with effective problem solving to address issues.
- Conduct bi-monthly home visits for each client to ensure housing stability, support in development of life skills, and foster emotional support; In addition to home visits, case managers may meet participants in the community and provide additional support through phone calls and coordination with other team members.
- Perform crisis prevention and interventions as needed using Harm Reduction & Trauma Informed Care skills.
- Act as a liaison between landlords/property managers and participants; Work with the landlords to resolve landlord/participant disputes.
- Work with Rental Housing Counselor to assist participants in meeting all lease requirements including documentation and income certification. Work with participants to assist them in addressing issues to prevent eviction.
- Coordinate transition from bridge units, move-ins to permanent supportive housing and lease renewals.
- Coordinate moving, furniture, and starter kit resources with the FHP team members.
- Assist participants with rehousing should they require a move before their lease is up and/or at the time their lease is up. This includes completing housing lease renewal paperwork and submitting it to FHP Payment Processing Department before deadlines to ensure continued housing stability.
- Ensure participants receive all necessary covered health insurance benefits including medical and behavioral health services.
- Ensure participants respond to requests to verify eligibility as part of the State's Medicaid redetermination process in a timely manner so as not to lose medical coverage.
- Provide coverage for a week-long, after business hours shift on a rotating basis for the 24/7 crisis line available to FHP participants.
- Make appropriate referrals for services based on participant goals and needs and ensure that linkages are secure and functional.
- Provide education and resources based on the needs of participants regarding maintaining housing and improving income status, community involvement, personal hygiene, life skills, and other identified needs.
- Assist participants in enrolling in public benefits such as SNAP, SOAR, or employment readiness programs.
- Assist participants in obtaining state ID, social security card, birth certificate, and other necessary documents to receive services.
- Verify enrollment in medical care or support participants to engage in medical care by providing information, assisting in finding medical provider or helping participants make appointments; and
- Refer and link participants to appropriate services within the system of care that promotes positive health outcomes, treatment adherence, and greater self-sufficiency.

Member of FHP Partnership

- Work in collaboration with the FHP Systems Integration Team (SIT) to receive referrals for additional services, attend all SIT meetings to provide updates, address participant concerns and successes, and troubleshoot issues with peers.
- Attends all mandated FHP trainings (onboarding and on-going);
- Maintain appropriate and timely communication with FHP team, partner agencies, Care Coordinators, and hospital partners to ensure high quality services are provided to the participant; and
- Maintain the confidentiality of participant information in any written, oral, or electronic form including, but not limited to, health information, HIV/AIDS status, and disability information. Release such information only as needed and with the proper release from the participant unless mandated by law.

Documentation & Recordkeeping

- Complete case notes & services topics in the designated FHP Case Management System (Case Worthy) within five-business days of interaction.
- Complete annual & six-month assessments and enter in CMS within five business days of completion.
- Enter all referrals in CMS.

- Maintain all applicable and required documentation in participants' files.
- Work collaboratively with the FHP data team to ensure data quality.
- Complete all FHP paperwork and additional agency paperwork when necessary; and
- Complete self-reported health assessments and other tools requested by funder or FHP team.

Qualifications:

- Bachelor's degree in social services or related field and one or more years' Supportive Housing Case Management experience.
- Affordable Care Act (ACA): Knowledge of the Affordable Care Act and the rules defining eligibility and enrollment policies. This includes knowledge of the provisions of the Affordable Care Act related to Medicaid.
- HIPAA: The ability and willingness to learn and understand the Health Insurance Portability and Accountability Act (HIPAA) guidelines and procedures specific to protecting health information (for example, releasing medical information, waste disposal, security)
- Homeless Populations: Knowledge of the causes of homelessness, who it affects, and the factors (e.g., racial inequities, Socio Economic Status) that can contribute to an individual being homeless. This includes the ability to understand the culture of homelessness and engage homeless or formerly homeless populations.
- Supportive Housing: Knowledge of supportive housing programs (affordable housing with support services) for individuals/families confronted with homelessness and who also have very low incomes and/or serious, persistent issues that may include addiction or alcoholism, mental health, HIV/AIDS, diverse disabilities, or other serious challenges to a successful life. This includes the ability to implement a Housing First model.

Preferred Qualifications

- 1 or more years' experience in Substance Use and Mental Health field; Experience in applying and/or interpreting the Affordable Care Act (ACA) and Medicaid services; and Experience in applying Crisis Prevention, Intervention, Goal Setting, and Resolution Techniques.

General:

- Ability to work in a fast-paced environment, manage a large caseload and prioritize work accordingly.
- Demonstrate effective customer service and communication skills.
- Focuses on maintaining confidentiality and listening to client health housing needs.
- Must be dependable and follow instructions by Management direction.
- Must have strong sense of accountability; takes responsibility for own actions.
- Computer literate and technologically proficient in standard word processing, spreadsheet and data base software applications, web research to include proficiency in Microsoft Office Suite (Excel, Word, Power Point)
- Highly organized and motivated.
- Maintains required job skills and core professional competencies. Attends and participates in required educational programs and staff meetings. Training may be required in or out of the state.
- Uses equipment and materials properly.
- Provides basic information on all programs offered by Spanish Coalition for Housing and information on how to access these services.
- Promotes and participates in workshops offered by agency and special projects as assigned by management.
- Work as part of a team and provide input and leadership towards program improvements.
- Excellent written and verbal communication skills.
- Must have friendly, patient, and professional phone and in person manner always.
- Staff members are expected to present a professional, businesslike image to all clients, visitors, and the public.

Business attire required.

- Bilingual (Spanish & English) required.
- Reliable Transportation - This position operates in a professional office work environment. Regular travel to off-site locations in Chicagoland is required. Occasionally, some out of area travel may be expected.
- Must be dependable, dedicated, and flexible in regard to working some evening and/or weekend hours for events hosted by employer and/or affiliates of sponsoring agencies. Work schedules and/or locations may vary, depending upon the scheduling needs of the program. May be required to attend meetings at other locations; require travel outside of normal work hours.
- Perform other job duties as assigned.

Compensation:

Compensation is \$24.00 to \$30.00 per hour based on experience. Part-time, 30 hours per week.

Physical Demands and Work Environment:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 30 pounds. While performing the duties of this job, the employee is regularly required to use hands and talk or hear. The employee is frequently required to stand, walk; sit; reach with hands and arms balance, stoop, kneel or crouch.
- The workplace is a smoke- and drug-free environment.

SCH is an equal opportunity employer and seeks to employ qualified individuals based on individual merit. SCH does not discriminate against any individual with respect to the terms and conditions of employment based on that individual's race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. SCH is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.

To Apply:

Visit us at www.sc4housing.org under careers.