



Job Title: Housing Case Manager - FHP
Work Location: In person: 2033 W. 95th Street, Chicago, IL
Compensation: \$52,000 to \$54,000 per year (paid bi-weekly)
Benefits: Medical, dental and vision insurance; paid time off (sick and vacation, holidays, parental leave and 403(b))

Join our dedicated team as a Housing Case Manager within the Flexible Housing Program, where your passion for social services and housing advocacy will make a meaningful difference. In this vital role, you will provide comprehensive individualized services to all clients that are matched in the Flexible Housing Program (FHP). This position provides comprehensive, individualized support services using a client centered harm reduction, trauma informed model for clients in the Flexible Housing Pool. Responsibilities include bi-monthly home visits to clients living in scattered site units across the Chicagoland area, accompanying clients to medical & benefits appointments and connecting clients (as needed) to community-based resources. This position offers an exciting opportunity to work with diverse communities, providing high-impact case management that transforms lives.

Duties

- Provide case management services including intakes, assessments, service planning, referral and linkage management, and advocacy to a caseload of individuals or families who are formerly homeless. Complete case notes & services topics. Maintain all applicable and required documentation in participants' files.
- Identify client needs, including barriers to receiving appropriate services and assist with effective problem solving to address issues.
- Conduct bi-monthly home visits, support in development of life skills, and foster emotional support. Case managers may meet clients 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 Philosophies.
- Act as a liaison between landlords/property managers and clients. Work with the landlords to resolve landlord/clients' disputes.
- Assist clients in meeting all lease requirements including documentation and income certification. Work with clients to assist them in addressing issues in order 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 other team members
- Assist clients with rehousing if needed.
- Assist clients in enrolling in public benefits and/or in obtaining state ID, social security card, birth certificate, and other necessary documents to receive services.
- Ensure clients receive all necessary covered health insurance benefits including medical and behavioral health services. Verify enrollment in medical care or support clients to engage in medical care by providing information, assisting in finding medical provider or helping clients make appointments
- Ensure clients 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.
- Cover for a rotating shift on the 24/7 crisis line available to FHP clients.
- Make appropriate referrals for services based on client goals and needs and ensure that linkages are secure and functional.

- Provide education and resources based on the needs of client with regard to maintaining housing and improving income status, community involvement, personal hygiene, life skills, and other identified needs.

Qualifications

- Bachelor's degree plus 3 years or more in human services, social work, psychology, or other related industries is preferred **OR** Associates Degree in human services and/or similar experience plus 4+ years of direct work in the area of employment, case management and working with homeless populations
- Demonstrated ability in communication, collaboration, conflict resolution human services working with highly vulnerable clients
- A basic understanding of human behavior, motivating clients, delivery of social services; demonstrated ability in communication, collaboration, conflict resolution and employment skills
- Excellent written and verbal communication skills
- Ability to work independently and as part of a team
- Must have a valid driver's license and reliable transportation; job requires significant travel in the Chicago metropolitan area
- Discusses alternative problem solving and is open to new ideas and ways of doing things

If you're motivated by helping others find stability through housing solutions —this is the opportunity for you! Please apply by going to [Housing Case Manager – Flexible Housing Program - Chicago, IL 60643 - Indeed.com](#)

The employer is committed to complying with the Americans with Disabilities Act (ADA). Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.

Of Color, Inc. is committed to providing reasonable accommodations to qualified individuals with disabilities in accordance with the Americans with Disabilities Act (ADA), the Illinois Human Rights Act, and the Chicago Human Rights Ordinance. If you require a reasonable accommodation to participate in the application or interview process, or to perform the essential functions of this position, please contact Human Resources at HR@ofcolorinc.org . Requests for accommodation will be considered on an individualized basis.