

Job Description:

## **HOMELESS CASE MANAGER**

### **GENERAL RESPONSIBILITIES**

The Homeless Case Manager is responsible for arranging supportive services for homeless individuals and families who are living in emergency shelters and transitional housing in the Decatur area. Under the direction of the Homeward Bound Client Services Coordinator, the Case Manager implements a system for delivery of services to clients in a manner that uses existing resources and that leads to self-sufficiency and permanent housing for clients. Examples of such services include: housing, job training, employment, education, budget management, bankruptcy, legal matters, DCFS, personal counseling, independent living skills, health care, parenting skills, and substance abuse treatment.

### **EXAMPLES OF WORK**

Completes initial assessments of individuals and families.  
Assists in developing individualized case plans.  
Staffs with and arranges for other agencies to provide direct services to clients.  
Completes random drug screens for clients for case planning purposes.  
Monitors and staffs with agencies for provision of services on a regular basis.  
Conducts weekly home visits and office appointments, meets with clients individually to review progress toward goals and revise plans as appropriate.  
Completes documentation such as case noting.  
Conducts housekeeping inspections  
Follows up on maintenance requests  
Performs administrative requirements including completion of program forms, check requests and general correspondence to appropriate agencies.  
Enters data in computerized system for tracking progress of clients as they move toward self-sufficiency.  
Attends and participates in all required Dove and Program specific meetings and events.  
Performs related duties as required.  
Understands and utilizes ethic values outlined in the Dove, Inc. Ethics Policy.

### **QUALIFICATIONS**

Applicants should have at least one year of successful experience, including volunteer work in human services. An academic degree in a related field may substitute for experience. Applicants should have or be capable of learning the following skills: counseling, crisis intervention, problem solving, case management, program planning, and time management. Applicants should be able to work in a cooperative team atmosphere, function smoothly under stress, and possess excellent communication and organizational skills. Applicants must be able to perform the following: Lift, and carry 30-50 pounds, sit and/or stand for prolonged periods of time, bend, twist, stoop, or kneel, exhibit manual dexterity, vision correctable to 20/20 or sufficient to complete job responsibilities, including color recognition, hearing correctable in order to complete job responsibilities. Prior to employment all employees are subject to background and drug checks as required by program grants and the Dove, Inc. Personnel Policy. These checks may be updated periodically.

### **SALARY AND BENEFITS**

The introductory salary range for this position is from \$(22,000) to \$(25,000) per year with raises available each July 1<sup>st</sup> based on availability of funds. Fringe benefits include paid holidays, up to 19

paid leave days per year, group health insurance, life & disability insurance, direct deposit, matching retirement and an Employee Assistance Program.

**WORK CONDITIONS AND ENVIRONMENT**

This is a full time position requiring 40 hours per week, and it is subject to the Fair Labor Standards Act. This employment is contingent upon continued funding for this position. The Dove, Inc. Homeless Case Manager reports to the Homeward Bound Client Services Coordinator. A program office is located at 788 East Clay Street. This position is funded through a grant, and no promise of employment is made beyond the end of that grant period.

**DOVE, INC. IS AN EQUAL OPPORTUNITY EMPLOYER**  
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