



JOURNEYS | The Road Home | 1140 East Northwest Highway | Palatine | Illinois 60074 | 847 963 9163 | www.journeystheroadhome.org

JOURNEYS | The Road Home Job Description

Job Title	Case Manager
Department	Clinical
Reports To	Clinical Director
Supervises	Not Applicable
Salary	Unclassified

General Summary:

Under the general direction of the Clinical Director, the Case Manager delivers quality services to meet client needs, supports the HOPE Center Manager in the day to day operations of the support center, and shares responsibility in documenting client interactions.

Overview:

The Case Manager carries a caseload of clients whose primary goals are not employment or supportive housing. This position builds and maintains relationships with clients, volunteers, and other service providers.

Essential Requirements:

1. Insight into issues facing low-income and homeless individuals is necessary.
2. The ability to work in and adapt to a multicultural community-based organization is necessary.
3. The ability to maintain appropriate boundaries with staff and clients in all circumstances is necessary.
4. Dynamic interpersonal skills and the ability to build rapport quickly with persons from a variety of socioeconomic and cultural groups is necessary.
5. Passionate subscription to the agency's core values of Respect, Teamwork, Commitment, and Mission Driven focus is necessary.
6. Technological competency, especially with Microsoft products and web based interaction, is necessary.
7. A Bachelor Degree in Social Work, Psychology or an allied field is strongly preferred.
8. A familiarity with the communities and non-profit organizations within JOURNEYS service area is strongly preferred.

Core Competencies:

1. Demonstrate effective communication skills.
2. Adapt to changing work priorities.
3. Maintain composure under stressful situations.
4. Maintain confidentiality.
5. Apply commonsense understanding to carry out duties.
6. Take initiative to problem solve.

Essential Functions:

DIRECT CLIENT SERVICES | 85%

- Serve as the entry point for clients at the HOPE Center by ensuring that all clients complete an intake assessment upon their first visit.
- Conduct individual and group sessions with clients, and provide referrals to other services including vocational, housing, and mental health services.
- Coordinate and participate in the case review process.
- Document all services and interactions thoroughly and promptly, and participate in ongoing client goal planning.
- Collaborate closely with the clinical team and volunteers to deliver services.
- Perform exit interviews in order to support the agency data analysis of client outcomes.
- Perform other duties as assigned by the Clinical Director.

NETWORKING | 10%

- Interface with other service agencies in the area to ensure seamless client service referral.
- Attend workshops and trainings to ensure best practices.

ADMINISTRATIVE FUNCTIONS | 5%

- Research community resources and update agency resource guides on a consistent basis to ensure quality referrals.

Note: The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. The Board of Directors reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

This work is primarily sedentary and requires travel throughout the service area as well as within the greater Chicago and Springfield areas. The work schedule varies depending on the needs and services of the organization. Evening and weekend work is necessary in order to attend meetings or to participate in events. This position will require exerting up to 20 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.