



**Title:** Case Manager, FHP  
**Department:** Youth Flexible Housing Pool

**FLSA Status:** Non-Exempt  
**Reports to:** Manager, YFHP

### **Position Summary:**

The Youth Flexible Housing Pool (YFHP) is a supportive housing program aimed at connecting youth who are experiencing homelessness with permanent housing. Working collaboratively with other Chicago homeless service providers and supporters, the YFHP will provide 200 units of housing for youth ages 18-24 years old, approximately 20 of whom will be supported by The Night Ministry. The goals of the program are to provide permanent housing and the necessary support to young people who have accessed more than one emergency system to ensure that they can gain long-term stability and independence. Stability and transition planning are prioritized activities of the Housing Case Manager (HCM). The HCM will engage young people to help transition into and sustain housing, meet the terms of their lease, and work toward long-term goals of stability and independence. The HCM will also serve as a liaison to the Employment Case Manager and other community resources to develop and support independence. This position works primarily in the field, with an office in Lakeview.

### **General Purpose:**

Promote and maintain The Night Ministry's mission to serve and empower young people who are experiencing housing instability and homelessness in programs designed for youth experiencing homelessness. Operating a Housing First model, utilize best practices, including harm reduction, trauma-informed care, positive youth development, and motivational interviewing. Ensure assessment, prevention, and intervention occurs in a timely and efficient manner. Help build and maintain program and community partnerships. Along with senior management, continually evaluate and develop programming to best serve youth.

### **Position Responsibilities:**

- Provide case management services to all program participants, by assisting them with case planning, service coordination, and advocacy.
- Conduct scheduled and ongoing assessments of program participant needs, promote independence, conduct home visits at least twice monthly and community visits as needed.
- Assist program participants in meeting all lease requirements including documentation and income certification. Work with participants to assist them in addressing issues to prevent eviction.
- Assist landlords in the subsidy approval process. Act as a liaison between landlords, program participants, and the Center for Housing and Health about rental subsidies, leases, and lease compliance. Work with the landlords to coordinate tenancy and to resolve landlord/tenant disputes.
- The coordinate transition from bridge units or other shelter, move-ins to housing, and lease renewals.
- Coordinate moving, furniture, and starter kit resources with YFHP partners for each resident.
- Provide crisis intervention, facilitate group and individual counseling with youth.
- Participate in housing selection appointments, case management within the program, and follow-up upon exit from the program.
- 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 promptly so as not to lose medical coverage.
- 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.



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- Develop and maintain quality relationships with YFHP partners and community resources to support housing stability and independence.
- Provide on-call case management on a rotating schedule with other housing case managers.
- Facilitate and develop age-appropriate support as needed.
- Complete required Assessments, Educational, and Transition Plan at quarterly, semi-annual time frames.
- With support from Assistant Director, conduct quarterly rent and housing assessments.
- Establish and maintain a connection to program participants, requiring variable nighttime, early morning, and weekend hours.
- Assist young people's transition into aftercare or adult services as needed.
- Enter program case notes and documentation in the required databases (HMIS, ETO, and Client Track).
- Accurately and consistently document monthly program activities, by Night Ministry policies and requirements of funding sources.
- Work with volunteers and interns, including service projects, groups, and activities.
- Complete monthly case management reports and provide any anecdotal information on program impact and outcomes as requested.
- 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.
- Attending required agency and program orientation, initial and ongoing training, team meetings, quarterly agency All-staff meetings, pieces of training, and other meetings as required.
- Maintain certification in CPR, First Aid, and Blood Borne Pathogens, and CPI (Nonviolent Crisis Intervention), Trauma-Informed Care, and other topics according to the schedule of training provided by the agency.
- Meet regularly with supervisor for clinical and administrative supervision.
- Represent The Night Ministry and its client population through advocacy with other organizations, congregations, and community groups when requested; encourage community involvement to address the needs of homeless students.

#### **Essential Skills and Experience:**

- Bachelor's degree in social work, Counseling, or related field, or significant relevant experience
- Minimum of 3 years' experience working with at-risk youth.
- Ability to work with a flexible schedule, including some evenings and weekends.
- Must have a valid driver's license and a good driving record, and regular access to a reliable vehicle.
- Experience providing home-based services, community outreach, and case management, particularly in a supportive housing setting.
- Demonstrated initiative and ability to work independently.
- Clinical experience in mental and behavioral health is a plus.
- Proven ability to complete documentation promptly.
- Must possess strong organizational skills, and excellent oral and written communication skills.
- Must be familiar with community-based resources.
- Must be at ease visiting individuals in their home setting across Chicago-area neighborhoods.
- Demonstrated ability to establish productive rapport with youth and the ability to handle difficult topics.



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- Strong ability to work with and consistently communicate with community partners, particularly the TNM Housing Outreach and Engagement Specialist, other YFHP outreach workers, housing navigators, and employment case managers.
- Must maintain impeccable professional boundaries.
- Must react quickly and demonstrate good judgment in emergencies or stressful situations.
- Must be attentive to detailed tasks and protocols.
- Must embrace and celebrate diversity among teammates and program participants.
- Awareness and endorsement of housing first and harm reduction philosophies and trauma-informed approach to services.
- Must be organized, attentive to deadlines, and able to creatively solve problems.
- Knowledge of YFHP program requirements.
- Must possess the ability to work cooperatively in a team environment and across all programs of The Night Ministry as well as with external partners.

**Reporting to this position:**

None.

**Physical Demands and Work Environment:** The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- *Physical Demands:* While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel objects, tools or controls; climb stairs; crouch, or crawl; talk or hear; taste or smell. The employee must occasionally drive an automobile; and lift and/or move 20 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- *Work environment:* While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate but may vary at the different locations required in this job.