



Transitional Housing Program Case Manager

360 Youth Services, a non-profit agency transforming the lives of youth for 50 years, is seeking a **Case Manager** to support youth experiencing homelessness at our Transitional Housing Programs.

The candidate is energetic, engaging and interested in fostering a welcoming, trauma-informed space for youth, ages 18-24, who are experiencing homelessness. The Case Manager will collaborate with the housing team, community partners and will meet weekly with housing residents to complete day to day case management, supporting youth to develop goals towards education, employment, life skills and other domains to prepare for self-sufficiency.

This position is a non-exempt, full-time (40 hours/week) position, with some evenings and occasional weekends.

Reports to: Program Manager, Transitional Housing Program

Duties and Responsibilities:

1. Using a trauma informed approach that emphasizes understanding about how oppressive and unjust systems impact our young people, the Case Manager builds positive and supportive relationships with residents in transitional housing programs.
2. Develops individual program case plans for all residents on caseload.
3. Maintains communication with housing team members, through written notes, oral communications and weekly meetings.
4. Provides weekly intensive case management services, focusing on education enrollment, connections to vocational training programs, health and wellness appointments, recreational and other needs of housing residents.
5. Coordinates services with community resources and develop resources to meet individual needs and evaluate residents progress.
6. Serves as client's advocate when enrolling in eligible public benefits and health care.
7. Supports residents to build a budget and learn personal finance.
8. Completes all required documentation including case notes, case plans, intake and discharge summaries, contracts and releases.
9. Assists residents in finding permanent affordable housing prior to discharge.
10. Participate in all discharge planning, aftercare follow-up, and advocacy.
11. Shares on call 24/7 duties with Program Managers and Case Managers across the housing department for any major emergencies/crisis. It is the expectation that the on call staff member be reachable via cell phone during on call weeks and respond on site within one hour, if necessary.
12. Other duties as assigned by Program Manager.

Job Qualifications:

1. A Bachelor's degree in social work or related human services field and one-year experience or equivalent work experience, preferred.
2. Demonstrate an ability and willingness to provide the agency designated services in an independent fashion.
3. Proficiency in Microsoft Office Suite required.
4. Ability to complete a background check.
5. Hold a valid driver's license and proof of personal automobile insurance as required by Illinois State Law.

Characteristics:

1. **Competencies:** Must be strength based, detail-oriented, demonstrate strong problem solving skills, center your work in harm reduction.
2. **Technical:** Must have either experience or strong education in providing trauma informed care, affirming care for LGBTQ+ young people, and commitment to affirming care with BIPOC populations.
3. **Social Skills:** Must be a positive, engaging, open to feedback, collaborative team player with the ability to work independently and take initiative.
4. **Leadership:** Must demonstrate professionalism, flexibility, and good judgment.
5. **Mission-Driven:** Reinforces 360's mission and vision with the organization and the community.
6. **Collaboration:** Engages in team work with both the housing team and counseling team; is able to work with the team to develop creative ways to support our residents' mental health and well-being.
7. **Personal Growth:** Models adaptability and an awareness of the impact of change. Demonstrates a hunger to maintain and learn skills. 360 strives to operate from a trauma-informed, anti-oppressive and intersectional lens. Our expectation is that staff will embody these principles and continue to grow and develop in these areas.

Salary: \$42,000

Organizational Values

Our values unite us as an organization. They are the anchors that steer our behavior, interactions with each other, and provide a guide for decision-making.

- **Compassionate:** We wholeheartedly care for and listen to others
- **Empowering:** We nurture potential, build on strengths, and inspire hope for a brighter future
- **Inclusive:** We accept others completely as they are
- **Affirming:** We encourage and celebrate personal identity
- **Respectful:** We hear people where they are and are willing to work on judgments we may have towards others while treating people with the highest regard
- **Authentic:** We are truthful and transparent in what we say and do

About 360 Youth Services: 360 is a powerful organization joined together by a shared commitment to change lives and inspire hope. By strengthening emotional skills, reducing youth access to and use of alcohol and other drugs, and ending the experience of homelessness, 360 works passionately in our pursuit to help children, teens and young adults experience their full potential.

360 Youth Services is an equal opportunity employer. Applicants of color and those who identify as LGBTQ+ are highly encouraged to apply. Decisions and criteria governing the employment relationship with all employees are made in a nondiscriminatory manner, without regard to race, color, creed, religion, national origin, sex, marital status, pregnancy, disability, sexual orientation, gender identity or expression, veteran status, age, FMLA status, or any other factor determined to be unlawful by federal, state or local statutes.

To apply for this position, please email a cover letter and your resume to: kmannion@360youthservices.org

For more information about 360 Youth Services visit our website at: www.360youthservices.org