Career Opportunity

Title: Outreach Case Manager
FSLA: Exempt (Full-time; 40 hours per week)
Location: 402 N. St. Louis Avenue Chicago, IL 60624

We Are Breakthrough-Adult Service Network
Breakthrough offers a new model for homeless services. We are intentional about treating every person in need with dignity and respect, so they receive much more than a bed to sleep in—they receive the tools necessary to achieve self-sufficiency.

Position Summary
The Case Manager works with a caseload of participants to assist them in their journey towards becoming a productive, active member of the community. The Case Manager will work with individuals who are active in the streets as identified by the outreach workers, will participate actively with Outreach team and have a demonstrated interest in taking action for change. Case management for our participants includes, but is not limited to, support related to employment and education, life skills training, crisis intervention, relationship training, advocacy and support with involvement with justice system, and assessment and referrals to needed resources. Services will be provided in individual, family, and group context. The incumbent accepts the responsibilities and fulfill the obligations as outlined in the position description.

Position Summary
The Case Manager’s responsibilities includes but is not limited to:

- Identifies and develops relationships with in risk individuals within target community
- Engages participants in interviews to assess needs and determine need for additional services and referrals
- Coordinates internal and external services being provided to participant; identifies and arranges resources
- Monitors cases by verifying participants' attendance; observing and evaluating activities and responses; advocating for needed services; identifying and connecting to additional resources; intervening in crises; and providing personal support
- Supports and teaches as necessary various job readiness workshops to individuals and groups, including: computer skills, communication, critical thinking, self-awareness, conflict mediation, financial literacy, job search and application techniques, resume and cover letter development, interview skills, etc.
- Maintains participants' records by inputting case notes, assessments, and events daily in online data system
- Communicates participants' progress by engaging in weekly interdisciplinary meetings and evaluations, disseminating results and obstacles to team and family, and identifying program influences. Prepares participants' exit strategy by reviewing goals and individualized plans, coordinating discharge and post-discharge requirements, orienting and training family members, and providing resources.
- Develops partnerships with resources that will strengthen supports for participants and holds partners accountable as needed.
- Case Managers are mandated reporters and are expected to work at high level of team engagement.

**Educational/Experience Requirements**
Bachelor’s degree in a Human Services field or equivalent experience in social work or a related social services field preferred; Minimum of 3 year’s experience in the following areas: 

a) familiarity with the concepts of Restorative Justice and experience engaging that philosophy into reentry programs; 

b) supporting and working with in-risk youth and street involved youth and developing individualized plans for in-risk youth; awareness of trauma reactions; 

c) working with people from various ethnic, economic, and educational backgrounds both as colleagues and as clientele. Must have their own vehicle, valid driver’s license, vehicle insurance and good driving record; and feel comfortable engaging in community based services.

**Compensation/Benefits**
In exchange for the above, we offer competitive wages and a comprehensive benefit package including: paid time off, group health benefits, free fitness center membership, employee discounts and more.

**To Apply**
Send/email/fax cover letter and resume to: 
Breakthrough Urban Ministries  Attn:  H.R. 
402 N. St. Louis Avenue Chicago, IL 60624 
E: mhowell@breakthrough.org 
Fax: (773) 722-1434

We regret that we cannot take phone calls regarding this position. Breakthrough is an Equal Opportunity Employer.
All qualified candidates will receive consideration without regard to race, color, sex, national origin, age, disability, marital status, veteran status, political affiliation, sexual orientation, or any other non-merit factors. If a reasonable accommodation is needed for any part of the application and hiring process, please contact us via the telephone number listed above. The decision on granting reasonable accommodation will be on a case-by-case basis.