



POSITION: PADS FAMILY SHELTER BILINGUAL CASE MANAGER

Ministry: PADS Family Shelter
Reports to: Director of PADS Family shelter
FLSA Status: Salary Exempt
Posted Date: January 2024

ORGANIZATIONAL BACKGROUND: At Hesed House, saving the world isn't a flight of fancy - it drives us in every action we take. We truly believe we are going to end homelessness. For us, serving one's neighbor - particularly poor, oppressed, marginalized, victimized, disinherited neighbors - is both a calling and an obligation that we tackle head on each and every day.

SUMMARY: Public Action to Deliver Shelter, dba Hesed House is a faith-based organization serving the homeless as the second largest shelter and comprehensive resource center in Illinois. Our programs serve an average of 1000+ individuals per year. We are open to serve 24 hours a day, 365 days a year. The shelter offers meals, shelter, sleeping accommodations, showers and laundry facilities to people in need. In addition, through our case managers, guests have access to general counseling, substance abuse counseling, medical services, legal services, job coaching, and rehousing services.

PRIMARY DUTIES AND RESPONSIBILITIES

The PADS Family Shelter Bilingual Case Manager is responsible for providing case management services to the families of the PADS Family Shelter. The Case Manager conducts intakes, assessments, service planning and goal setting in a housing focused manner. Case Managers work in collaboration with agencies in the Comprehensive Resource Center and in the local area that focus on things such as childcare, school, employment, mental health, substance abuse, legal and housing services.

- Establishes goals with the program participants and potential participants, provides case management, counseling, records case notes, and effectively tracks progress using SP5.
- Provides tools and services necessary for the participants to achieve goals and advocates for the participant when needed.
- Responsible for connecting the participant to community resources and outside services.
- Provides or arranges for transportation for participants as needed.
- Responsible for connecting the participant to community resources and outside services.
- Provides or arranges for transportation for participants as needed.
- Carries out duties and responsibilities in a timely and indiscriminate manner.
- Responsible for making sound decisions in stressful situations with minimal supervision.
- Assists in assigned work responsibilities and other duties fundamental to the upkeep, maintenance, and wellbeing of PADS Family Shelter and the Hesed House organization.
- Attends program, all staff and supervision meetings as scheduled/requested.

CONTINUED ON NEXT PAGE



POSITION: PADS FAMILY SHELTER BILINGUAL CASE MANAGER

QUALIFICATIONS, EDUCATION, AND/OR EXPERIENCE

- Must ascribe to the Hesed mission: "To feed the hungry, clothe the naked, shelter the homeless and give people the chance to hope again."
- Must be Bilingual Spanish/English.
- Must be able to meet guests "where they are at".
- Must be willing to work under Harm Reduction and Housing First principles.
- Must have good verbal and written communication skills.
- Must possess developed computer skills.
- Prior experience working with the homeless or vulnerable populations preferred.
- An understanding of poverty and street smarts preferred.
- Basic first aid training is preferred.
- Must pass DCFS and criminal background checks.
- Must have valid driver's license.
- Bachelors Degree in Human Services or related field.

PHYSICAL REQUIREMENTS

- Must be able to walk up and down stairs continuously.
- Must be able to move light furniture weighing up to 50lbs regularly.

BENEFITS

- Retirement plan with organizational match.
- Generous PTO, vacation, and holiday policies.
- Full time employees are eligible for health care and dental care in your first full month of employment.
- Counseling/therapy partnerships and reimbursement.
- Health and wellness reimbursement.
- Cell phone reimbursement.
- Potential Public Service Loan Forgiveness eligibility. (please refer to studentaid.gov for more information)

IF INTERESTED, PLEASE SEND YOUR RESUME TO

CAREERS@HESEDHOUSE.ORG