



Case Manager

Background

Founded in 1988, Bridge Communities (Bridge) is DuPage County's largest provider of transitional housing and supportive services for homeless families. At present, Bridge owns and operates twenty-six apartment buildings in 7 DuPage villages, with 154 total apartments. Bridge's headquarter office is in downtown Glen Ellyn. Bridge serves about 120 homeless families annually, with Program staff providing intake and referral, case management, employment coaching, children's services, nutrition counseling, donated vehicles, mental health payments, and more in a two-generation model working to break the cycle of poverty.

Bridge has a unique business model with faith-based and community-based organizations providing both financial support and volunteer mentors for families. Bridge also has two Fortune 50 companies as program partners, providing the financial support and mentors for families. Bridge has a history of collaborations with employers, public schools, medical and behavioral health, legal services, local and county government, and recreational service partners to provide holistic scope of support to families with warm reception. A strong fundraising and resource development team that has created diversity of funding streams and high donor retention. In Fiscal Year 2023, Bridge had a \$5 million operating budget, \$14 million in net assets, with \$3.5 million endowment and 29 employees.

Job Summary

The Case Manager (CM) provides professional-level service coordination and case management for families who have experienced homelessness and need transitional housing, mentoring and other individualized care that will lead to housing stability and financial self-sufficiency. The CM is responsible for managing a caseload of up to 22 families at any given time. Case managers deliver case management services in conjunction with community partners (Program Partners) that provide volunteer mentors who serve as life-skills coaches and meet with client families weekly. The Case Manager serves as the direct point of contact with the volunteer mentors. The CM's primary role is one of a facilitator and a motivator, coaching volunteer mentors in their work with client families as well as being responsible for connecting the client family to community-based and internal resources available to reach their personal and specific programmatic goals. The CM maintains strict documentation of client goals and interactions and regularly assesses goal striving and progress toward achievement of permanent housing and self-sufficiency.

The CM reports to the Director of Program Housing and collaborates with all members of the various program departments, including Intake, Children's, Employment, and Family Wellness. The CM is responsible for partnering with the volunteer mentors, children's and employment counselors, and the client family to set individualized goals that are monitored weekly and reassessed quarterly. The CM must demonstrate cultural understanding and humility and compassion and accountability for self and others. The CM works flexible hours with regularly scheduled evening appointments. The CM offices out of their home with requirements of meetings and home visits throughout DuPage County.

Responsibilities

Intake and Case Management: 75%

- Interview and assess prospective and current client families to identify needs and develop a plan to strive for permanent housing and self-sufficiency. Utilize identified Core Metrics to document client entry needs and then periodically measure progress throughout two-year program.
- Upon completion of the Intake and entry into Housing Program, execute income and housing documentation. Assist with client move-in in partnership with Program Partner.
- Create and continually monitor a plan that includes both short- and long-term individualized goals based on Core Metrics that addresses the client families' housing, employment, educational, life-skills, financial, physical and mental health, transportation, family wellness, and children's well-being needs.
- Upon entry into the Housing Program, assess need for public benefits including healthcare, food security, childcare, and guide referrals and application to secure such benefits.
- Implement initial Program and Housing contracts with client family and renew quarterly throughout two-year program. Issue contract violations when needed. Inspire and facilitate behavior change when necessary.
- Utilizing trauma-informed principles build and foster strong relationships with client families and Program Partners and their mentor teams. Respond to all requests for assistance from volunteer mentors and community-based partners.
- Work in close collaboration with the both the children's services and employment/adult education departments. Continued referral to community-based partners as circumstances present and/or as new goals are set.
- Manage crisis, when necessary, which may include legal, medical, and police interventions.
- Actively work to infuse equity and belonging principles into all aspects of client facing work, as well as coach volunteer mentors into demonstrating Bridge values and commitments to equity and belonging.
- Attend meetings with volunteer mentor teams and Program Partners to provide coaching and inspiration and agency updates.

Administrative and Data Management: 25%

- Actively participate in weekly case management team discussions on new client prospects. Share information about community-based programs and providers.
- Manage data entry for all goal striving, core metrics assessments, and regular contacts and activities.

- Comply with all data requests from Database Specialist and Director of Program Housing.
- Create and maintain strict client digital and paper records in compliance with private and public funder requirements.
- Assist the fundraising team as requested in special event attendance, donor stewardship, sharing of potential donor information, and grant reporting.

Bridge Communities Staff Core Competencies

1. Service to Mission: Champion unwavering dedication to fulfill our purpose and goals.
 - a. Align all activities, decisions, and initiatives with our mission and values, ensuring that every action contributes to the goal of client self-sufficiency that BC seeks to achieve.
 - b. Foster a sense of purpose & unity among staff, volunteers, and stakeholders, driving us to work collectively to bring about positive change in families' lives.
2. Stewardship: Build trust, embody ethical practices, and act as good stewards of the resources entrusted to us.
 - a. Demonstrate responsibility and transparency towards our stakeholders.
 - b. Manage resources effectively, make informed decisions, and report results accurately.
 - c. Hold ourselves accountable to our donors, beneficiaries, board members, volunteers, and the broader community.
3. Leadership: Foster our vision and values while promoting equity, belonging, innovation, and growth.
 - a. Guide, inspire, and empower individuals to work collaboratively towards achieving Bridge Communities' mission and objectives.
 - b. Prioritize the development of staff, volunteers, and other stakeholders, fostering a shared sense of purpose and commitment.
4. Innovation: Explore new ideas, seek creative solutions and adapt to changing circumstances.
 - a. Explore new methods and approaches to address organizational challenges and improve the effectiveness of programs and services.
 - b. Go beyond traditional strategies, leveraging technology, partnerships, and evolving practices to better serve our beneficiaries.
5. Collaboration: Communicate effectively, share resources & knowledge, and seek feedback & diverse perspectives to amplify our impact.
 - a. Work harmoniously with internal and external stakeholders to achieve common goals and amplify the impact of Bridge Communities' efforts.

Performance Expectations

As a case manager, it is expected this position demonstrates cultural understanding and humility, respect, resilience, and resourcefulness. In this role, interpersonal skills with the ability to build trusting relationships through collaboration is vital.

This position is critical to creating a safe and welcoming environment for the client family and volunteers. The Case Manager must be able to inspire and facilitate change within the family unit. The Case Manager is expected to serve as part of a team with the client family and volunteer mentors, with each member of the team working toward the goals, set by the client family, that maximize the families' achievement of permanent housing, financial security, and long-term stability.

The individual is expected to adhere to the highest ethical standards in client care, equity and belonging, and organizational governance. Convey a professional and positive image and attitude regarding Bridge and NFP sector. Demonstrate commitment to professional growth and development. Demonstrate commitment to strengthening Bridge Communities' policies and practices as they relate to equity and belonging.

Qualifications

- 1) Education and Experience
 - a) A bachelor's degree in social work, or a relevant field of study, with a minimum of 3 years of experience providing case management in a social service setting or 5 years of relevant experience in a related field of employment.
 - b) Graduate studies in social work are preferred but not a requirement.
 - c) Bilingual communication (English/Spanish) is desirable but not a requirement.

- 2) Knowledge and Skills
 - a) Compassionate and able to relate to different persons with various needs.
 - b) Motivational to encourage achievement of identified goals.
 - c) Maintenance of detailed calendar of planned activities with client families and mentor teams.
 - d) Strong verbal and written communication skills to explain to clients and service providers outlined needs and goals.
 - e) Critical thinking and problem-solving skills to determine needs and best plan of action and best use of limited resources.
 - f) Flexibility and resilience to change plans and navigate challenges.
 - g) Computer literacy to maintain and manage case files and track program goals and Core Metrics. Microsoft Office, SharePoint, Salesforce, HMIS, and Adobe are all used regularly.
 - h) Active listening skills that facilitate collaborative conversations and crisis management.
 - i) Physically capable of climbing stairs and lifting up to 30 pounds.

This job description does not list all duties of the job. You may be asked by supervisors to perform other duties. You will be evaluated, in part, based upon your performance of the tasks listed in this job description. Your employer has the right to revise this job description at any time. The job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason.

To Apply:

- Browse our website www.bridgecommunities.org to learn more about Bridge Communities.
- Compose a cover letter – one-page maximum – to clearly state your case for your candidacy. **Resumes submitted without a cover letter will not be considered.**
- Email your cover letter and resume to dave.macartney@bridgecommunities.org
- Candidates whose backgrounds are a strong fit with our requirements and have followed the explicit instructions can expect contact within 10 business days of application deadline. No follow-up phone calls or emails please. Application deadline is **September 15, 2024.**
- Please do not supply references at this time. No phone inquiries or follow-up, please.
- Annual salary starting at \$52,000, dependent on education, experience, and demonstrated skills.

Bridge Communities is committed to providing an inclusive and welcoming environment for all members of our staff, client families, volunteers, and vendors. Bridge Communities does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring, and firing of staff, selection of volunteers and vendors, and provision of services.

Bridge Communities will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or applicant on the bases of the above-mentioned protections.

Reasonable accommodation will be provided as needed to enable qualified applicants with a disability to participate in the pre-employment process.