



Position Title: Case Manager
Classification: Exempt, Full-Time
Reports To: Shelter Manager
Location: 60616

Company Overview

Bright Star Community Development Corporation was birthed in September 2020 as the Community and Economic Development complement to the Social Services work done by Bright Star Community Outreach for the past 15 Years.

MISSION:

To develop high quality affordable housing, promote economic development by creating employment training, pathways and opportunities, and advocating for a more vibrant Greater Bronzeville community.

GOALS:

Increase access to quality affordable housing
Increase local workforce and job talent pool to capitalize on burgeoning sectors
Stimulate economic development for small businesses
Increase household income for low to moderate income families located in the service area

Position Overview

The Case Manager is responsible for providing comprehensive support and assistance to individuals staying in the shelter. To help assess the needs of the shelter residents, to help achieve stability and transition into housing, benefits, and educational programs.

Scope of Responsibilities

- Conduct intake process
- Assists clients in accessing necessary medical care and social services, while fulfilling any associated responsibilities.
- Regularly meet with clients to evaluate their needs and provide connections to supportive resources.
- Offer immediate support through individual counseling.

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- Serve as a point of contact with community resources to assist clients in accessing available services.
- Complete intake and discharge paperwork on a daily basis.
- Attend all staff meetings and participate in in-service training programs.

Shelter Operations:

- Communicate and enforce shelter rules.
- De-escalation support
- Hosting house meetings with the assigned floor/caseload
- Support isolation needs for infectious disease
- Communication of appointments to external partners
- ICE check-in information and immigration appointment changes.
- Shift change conversations so that incidents.identified needs are communicated

Preferred Background and Qualifications

- Bilingual in English and Spanish
- Two years experience in a community-based program, or a combination of equivalent training and experience
- Counseling and client referral experience
- Ability to handle difficult cases and evaluate client behavior
- Strong oral and written communication skills
- Proficiency in computer and technology
- Knowledge of HIPPA guidelines
- Excellent communication, organizational, and time management skills
- Problem-solving and critical thinking abilities
- Cultural competency, including sensitivity to cultural differences and understanding of cultural norms
- Ability to maintain patient privacy and handle confidential information with discretion
- Adherence to ethical standards and compliance with privacy regulations such as HIPPA

For more information or to apply, please contact Nichole Carter at ed@brightstarcdc.com

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