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## Housing Case Manager – YHDP Project

**Reports to: Director of Homeless and Supportive Services**

**Directly Supervises: None**

**Status: Full-time/Exempt, Salaried**

### **GENERAL RESPONSIBILITIES:**

The Housing Case Manager provides comprehensive individualized services to all clients who are matched in the HUD- Youth Homelessness Demonstration Program (YHDP)/Specialized Housing Program. The Housing Case Manager will provide routine home visits and phone contacts, as established by the Director. The Housing Case Manager will assist individuals in identifying barriers to housing stability and engage in goal planning to link them to the health and supportive resources they need to achieve long-term healthcare and housing stability. The Housing Case Manager collaborates with Of Color Inc. programs and all partners of All Chicago.

### **Essential Job Duties and Responsibilities:**

- Conducts home visits to ensure housing stability, support in the development of life skills, and foster emotional support through a trauma-informed and strength-based approach.
- Performs crisis prevention and interventions as needed using Harm Reduction & Trauma-informed Philosophies.
- Documents in case notes & reports to direct the manager of any critical client issues to maximize retention.
- Utilize a strengths-based, trauma informed approach to empower participants through employment training and financial stability
- Assist clients as advocates for benefits, housing needs to include evictions, landlord negotiations, and access to community resources
- Complete an assessment to create individual development plans for each client and help them to work towards their individual goals
- Work with each client to strengthen their goal plan every six months according to individual goals and objectives
- Assists clients in enrolling in public benefits such as SNAP, SOAR, and Healthcare programs
- Provide clients with training in the areas of personal hygiene, accessing community resources, and medical adherence, household management, or other needs as outlined in the client's goal plan
- Build professional relationships with clients, providers, and community partners
- Provide follow-up to maximize the client's ability to maintain housing after program exit

### **Training and Support:**

- Participates in all mandatory trainings provided through Of Color Inc. and partners of DFSS and All Chicago
- Participate in trauma training each year as determined by the funder
- Attend agency meetings and training

- Seek out training that would enhance his/her professional development

### **Quality Assurance and Reporting:**

- Keep records and provide reports on information and statistics regarding the delivery of services
- Complete assessments as expected by the program
- Document all client interaction in HMIS and maintain accurate paperwork/reports
- Ensure compliance with data standards and record-keeping as required by Of Color Inc. and the funder

### **Professionalism and Work Conduct:**

- Acts in a professional manner at all times and maintains appropriate boundaries with clients and staff.
- Behaves with integrity, demonstrates high ethical standards, and displays a positive image of the agency
- Reports to work, meetings, training, and job-related activities prepared and as scheduled
- Understands and supports the standard of cultural proficiency at Of Color Inc. and strives to meet this expectation

### **Qualifications:**

- Bachelor's degree plus 2 years in human services, social work, psychology, or other related industries is preferred, **OR an** associate degree in human services and/or similar experience plus 3+ years of direct work in the area of employment, case management, and working with homeless populations
- Demonstrated ability in communication, collaboration, conflict resolution, and human services working with highly vulnerable clients
- A basic understanding of human behavior, motivating clients, and delivery of social services; demonstrated ability in communication, collaboration, conflict resolution, and employment skills
- Excellent written and verbal communication skills
- Ability to work independently and as part of a team
- Must have a valid driver's license; job requires significant travel in the Chicago metropolitan area
- Accepts feedback and ideas from team and supervisor, and is constructive when giving feedback and ideas to others
- Discusses alternative problem-solving and is open to new ideas and ways of doing things
- Performs other related tasks as assigned or required

### **COMPENSATION**

- Commensurate with experience
- Excellent benefits including health, dental, and vision insurance,
- Paid time off: Vacation and sick time,
- Retirement: 403(b),
- Paid Leave: Compliant with Chicago Paid Leave Ordinance,
- Holiday: 13 paid holidays per year,

Position Status: Exempt

Location: On-Site

Salary Range: 50,000- \$55,000

Created: December 8, 2025

Revised: March 10, 2026

**Work Environment:** This position may require direct contact with clients in the community and with employers/business partners throughout Chicago and its surrounding suburban communities.

*The employer is committed to complying with the Americans with Disabilities Act (ADA). Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this position.*

*Of Color, Inc. is committed to providing reasonable accommodations to qualified individuals with disabilities in accordance with the Americans with Disabilities Act (ADA), the Illinois Human Rights Act, and the Chicago Human Rights Ordinance. If you require a reasonable accommodation to participate in the application or interview process, or to perform the essential functions of this position, please contact Human Resources at [HR@ofcolorinc.org](mailto:HR@ofcolorinc.org). Requests for accommodation will be considered on an individualized basis.*