

*Angel of God Resource Center, Inc.  
Job Description for Case Manager*

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**Position Title:** Case Manager

**Reports to:** Project Director and work with Enrollment Outreach Specialist  
*Full time (30 hours per Week), Exempt*

**Job Description:**

Angel of God Resource Center, Inc. (AOGRC) is seeking a committed, self-motivated, enthusiastic professional to join its wonderful team in the role of Case Manager. Since 2007, AOGRC has worked in some of Chicago's toughest neighborhoods giving at-risk youth and adults employment opportunities, job training and access to support services designed to enhance the physical, mental, nutritional, social and educational well-being of community residents, families, and agencies. Utilizing our programs and services, AOGRC seeks to help our participants retain employment while leading stable and prosperous lives within the communities in which they reside.

The Case Manager establishes and sustains a working relationship with participants from various demographics (including, but not limited to court-involved, disabilities, ex-offenders) to aide in identifying job training and employment needs. S/he will engage and coach participants towards success using a risk-based case planning model. In addition, the Case Manager will work with other program support staff and any key stakeholders to share best practices, new and innovative ways to work with participants to improve engagement, retention and to help secure any resource and necessities they may have.

*The Case Manager is responsible for the following:*

**Participant Case Management and Development**

- Exemplifies the mission, vision, and values of the agency.
- Identify, recruit and screen participants for programs/services eligibility, complete intake and generates and maintains service plans for each participant.
- Develop IEP (individual Employment Plan) for each participant
- Interact with participants by establishing a professional relationship
- Assist and involve/encourage participants in workforce development opportunities, school reenrollment, etc.
- Provides informal individual and group Training using Illinois Work Net, ISET software model.
- Provide needs assessment and refer participants to appropriate services within AOGRC and their communities.
- Maintain a positive adult mentor/mentee relationship while reinforcing positive behavior.
- Identify positive community resources and/or care to create a positive support network for the participant.
- Respond to any crisis and intervene as needed with proper follow up.
- Performs other job-related duties as requested required and/or assigned.

**Documentation and Compliance**

- Recruit and maintain a caseload of 40-50 participants.
- Record case notes into the Illinois Work Net (IWN) be able to provide update detailed summary as required on line database, provide daily and intake records and assessments as needed.
- Collect baseline and occasional data in alignment with the participant's service plan and comprehensive aftercare

### **Documentation and Compliance (cont'd)**

- Submits statistics and reports to the Project Director and /or the Executive Officer on a weekly, monthly, quarterly basis and/or as needed.
- Maintains file compliance as required and compliance with Illinois Work Net and other data tracing systems as required by AOGRC.
- Adhere to professional standards as outlined by AOGRC policy and procedure.

### **Job Coaching**

- Guide and coach participants in key preparatory activities tied to employment, including writing professional resumes, networking, and mock interviewing.
- Use motivational interviewing techniques as appropriate to help guide participants to goal achievement; Ability to inspire others to reach their goal and platform to be the best/
- Maintain weekly contact with participants to track their progress to interview readiness.
- Facilitate group sessions and workshops to build employment readiness skills.
- Build positive relationships with criminal justice programs in various settings, including parole bureaus and correctional facilities.

### **Communication and relationship management**

- Collaborates, as needed, with a variety of internal and external stakeholders (including but not limited to AOGRC staff, site employees, any community person(s) to be an advocate for each participant in his/her caseload.
- Modeling appropriate communication skills and tools matched to the needs of various audiences and purposes (including but not limited to internal and external intranet communications, telecommunications, etc.)

### **Development and Training**

- Attends department and agency-wide staff meetings and trainings as scheduled and agency-wide events, as required.
- Maintains knowledge current-in-field, including, but not limited to, participation in coursework, seminars, and workshops.

### **Fundraising**

- Participate in agency-wide fundraising. Agency has two mandatory Community Events.
- Encourages participant/community participation in agency-wide fundraising events.
- Speak to funders as needed, involve participants as youth ambassadors to speak to funders and host site visits.
- Encourage employers to support the Mission of AOGRC and participants.

- **Qualifications**

- Bachelor's Degree in Human Services, or related field and 2-3 years of experience in working with at-risk populations OR 3-5 years of experience in working with at-risk populations.
- Proven working experience in case management or a related job.
- Must demonstrate excellent interpersonal, verbal, and written communication skills.
- Preferred experience with utilizing Illinois Work Net and Illinois Department of Human Services databases and assessments.
- Maintain respectful and appropriate relationships with program participants, all levels of agency staff, and the various publics of the agency, demonstrating sensitivity to all ethnic, racial, and economic backgrounds.
- Familiarity with professional and technical emerging knowledge with Microsoft, Excel and PowerPoint.
- Automobile is required with insurance and a valid driver's license.
- Must be willing to travel daily throughout the city of Chicago,
- Must be passionate about serving people and providing social services.