

**New Life Centers**

**Case-Manager**

Rev. Aug 2020

New Life Centers provides intensive, community-based mentoring programs for youth ages 12 to 24 in the Little Village, Humboldt Park, Pilsen, and Brighton Park neighborhoods of Chicago. The target demographics of programs are; gang-involved youth, youth involved in the juvenile justice system, and at-risk youth referred through local schools and community agencies. Serving these populations allows NLC to holistically engage both violence prevention and intervention in response to identified community needs. We seek to reduce youth contact with the justice system, promote safety, and empower young people to become community-builders and peacemakers. Our holistic program model enables us to fulfill our mission: to provide mentoring and advocacy to guide youth toward a new life and a new direction.

**Position Summary:**

The Case-Managers works to provide linkages and robust accompaniment to prosocial alternatives including activities, jobs, education, and other social services. The Case-Manger will work Full-Time 40 hours per week, non-exempt. The Case-Manager will work with a portfolio of participants who have been directly or secondarily affected by street violence to provide case management, support and advocacy. The Case-Manager will work with individuals in coordination with our Outreach and Victim Advocacy team.

**Skills & Responsibilities**

* Accomplishes participants' care by assessing individual needs; providing direct services and engaging in ancillary activities.
* Engages participants in interviews to assess needs and determine need for additional services and referrals.
* Coordinates internal and external services being provided to participant; identifies and arranges resources.
* Ability to communicate effectively, both orally and in writing.
* Ability to work one-on-one and in groups with individuals to promote prosocial behaviors.
* Willing to work evenings and on weekends as needed.
* Familiarity with computers such that employee is able to complete required data entry tasks, communicate via email and complete basic work processing tasks as needed.
* Emotional maturity; good judgment; integrity; tolerance of differing points of view and beliefs; commitment to nonviolence.
* Provide direct case-management and emergency support services to victims of violence and their families.
* Provide support and advocacy to the victims of violence and their families through home visits, phone calls, criminal justice advocacy, and referrals to other support organizations.
* May coordinate and facilitate educational forums, family and group support sessions, trainings and other gatherings.
* Supports and teaches as necessary various job readiness workshops to individuals and groups, including: computer skills, communication, critical thinking, self-awareness, conflict mediation, financial literacy, job search and application techniques, resume and cover letter development, interview skills, etc.
* Develop relationships with partner organizations and build “warm referral” network for linkage.
* Document participant contacts and services provided and assist program manager with data collection and required reporting.
* Attend weekly staff meetings; meet with supervisor as for regular check-ins.
* Document detailed participant case-notes and other items as assigned.
* Participate in all mandatory trainings and undertake any training and professional development as required to ensure effective work.
* Monitors cases by verifying participants' attendance; observing and evaluating activities and responses; advocating for needed services; identifying and connecting to additional resources; intervening in crises; and providing personal support.
* Communicates participants' progress by engaging in weekly interdisciplinary meetings and evaluations, disseminating results and obstacles to team and family, and identifying program influences.
* Prepares participants' exit strategy by reviewing goals and individualized plans, coordinating discharge and post-discharge requirements, orienting and training family members, and providing resources.

**Required Qualifications:**

* Must become a Mandated Reporter
* Must pass a background check; No pending criminal cases
* Knowledge of the community
* Valid Illinois Driver’s License, insurance, and good driving record
* Bilingual English/Spanish highly preferred
* Has aflexible schedule - This position may require evenings or weekends depending on the participant’s needs.
* Has at least 1-year experience supporting and working with at-risk youth.
* Has at least 1-year experience working with people from various ethnic, economic, and educational backgrounds both as colleagues and as participants.
* Has experience documenting case-notes.
* Has experience developing and retaining relationships with other service providers.
* Has a high level of interpersonal skills and conflict resolution skills and ability to communicate effectively both verbally and in written form.
* Has proficient in Microsoft Office Suite and comfortable using computer programs to track participant engagement.

**How to Apply:**

Please submit the following materials to Victoria App at VictoriaA@newlifecenters.org:

* Cover letter indicating your experience and interest in the position
* Resume
* List of two to three references with contact information (Minimum of 2 Professional, Email and Phone number included)
* Please submit your application materials as MS Word or PDF attachments. Include all attachments in a single email.
* Please include, "Case-Manager" in the subject line of your email.
* Please indicate the name of any current staff who is referring you to the position in the subject line.

*New Life Centers provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. New Life Centers complies with applicable federal, state and local laws governing nondiscrimination in employment in every location in which the company has facilities.*