



## ***Position Description***

***Position:*** Program Manager, Lincoln Park Community Services

***Classification:*** Exempt

***Reports To:*** Program Director

***Hours:*** Full-time, 40 hours per week

### ***Qualifications:***

Required: MSW with three or more years of experience with homeless, mentally ill and substance use recovery populations necessary; degree in human services-related field; valid driver's license and access to a vehicle.

Preferred: LCSW; Master's Degree; Spanish language ability; program evaluation experience.

### ***Duties & Responsibilities:***

***Overview:*** In order for LPCS Guests to reach their maximum potential, each need a stable, safe, healthy, positive place in which to make life changes. The Program Manager is responsible for establishing and maintaining a safe, healthy and respectful relationship with guests of the organization. Guests will become more invested in their own life changes when they feel connected to something larger than themselves – a community. The Program Manager encourages guests to engage in LPCS' community and in their immediate community. Through this relationship, guests are able to connect to other social service agencies, resulting in greater social skills and more positive decision-making abilities.

### **Programs & Services**

- Promote a healthy connection to the LPCS and larger community environment for clients.
- Provide case management, case planning, and individual counseling to Interim Housing Guests, as well as support to the entire Community Clients, Permanent Housing Residents and Graduates. This includes meeting with individuals; assessing and prioritizing their needs; completing intake, assessment and release of information forms; developing a treatment plan with input from the individual; setting goals; providing referrals for appropriate services; advocacy and following up to ensure assistance is secured. Case management is a process that involves empowering

individuals to act on their own behalf, rather than doing things for them. This process also includes providing positive reinforcement for positive, healthy progress and tailoring the case management approach to the individual.

- Provide supervision to entry-level case management staff and interns of the LPCS Interim Housing Program. Oversee the case planning, assessment, and individual counseling for clients in the IHP and for Graduates and Community Clients as needed. Ensure that case management guidelines are followed, including intake, assessment, development of a care plan with each client, setting goals, providing referrals for appropriate services, advocacy and follow up to ensure assistance is secured.
- Work collaboratively with other staff to provide a continuum of services and housing options for clients and to ensure healthy functioning within the LPCS and the larger community.
- Establish and maintain partnerships with other social service agencies. Work closely with referral and referring agencies to ensure continuity of services for each guest.
- Oversee the intake process for the Interim Housing Program: intake, assessment, and orientation of new guests; and the assigning of caseloads to case managers and interns.
- Respond to guest grievances for the IHP; provide guidance to staff for client disciplinary measures up to and including dismissal from the program.
- Facilitate groups and classes on life skills.
- Other duties as assigned.

#### Operations & Administration

- Create monthly reports of LPCS statistics, progress, and accomplishments.
- Attend weekly staff meetings.
- Maintain accurate and confidential client files using internal systems and the city's HMIS database.
- Oversee quality assurance to ensure that all client files are maintained according to DFSS and internal standards.
- Other duties as assigned.

#### Community & Public Relations

- Represent the LPCS within advocacy groups, member organizations, and community organizations and to visiting volunteers and groups.
- Attend LPCS' Annual Volunteer Appreciation Event.
- Other duties as assigned.

Note: this job description is not intended to be all inclusive and employee may perform other duties as assigned.

Lincoln Park Community Services is an equal opportunity employer.

To apply: [Recruitment@lpcschicago.org](mailto:Recruitment@lpcschicago.org)