

CASE MANAGER- Chicago Lights Social Service Center

Job Description

June 2026

Classification: Exempt

Status: Regular, Full Time

Reports to: Program Director of Social Services Center

Program Description

The Chicago Lights Social Service Center (SSC) connects with over 1,700 adults annually to encourage self-development, deep connections, and brighter futures through case management, enrichment programming, and food/clothing services.

Summary Description

The Case Manager (CM) for housing will oversee all the housing-related needs of SSC participants as well as the Housing Opportunities Program (HOP). The CM will partner with the Program Director to provide one-to-one case management with motivated participants who are looking for housing. The CM will build client rapport, partner with other housing providers, complete intake assessments and devise service plans to support clients' housing goals. The CM will also grow the SSC's housing resources and cultivate new relationships with landlords offering affordable housing in the Chicago area. The CM will work with All Chicago's Coordinated Entry team to offer onsite assessments for participants of the Social Service Center and ensure up-to-date record keeping.

Additionally, the CM will oversee the HOP for SSC participants. The CM will assist participants as they transition into housing through home visits, weekly appointments, and frequent follow-up regarding progress and barriers identified in the service plan. This housing voucher program remains in the foundational stages, so the ideal candidate for this position will be energized by new initiatives and eager to take on challenges associated with piloting new programs.

Furthermore, the CM will work on a team to also support the food/clothing distribution services, short-term case management services, and other duties as assigned. The CM will have demonstrated experience working with low-income populations, will have working knowledge of Chicago housing systems, area resources and systems, and will be able to work extremely well within a diverse, multi-disciplinary team.

Primary Responsibilities

The primary responsibilities of the Case Manager include, but are not limited to:

- Coordination of Housing Opportunities Program (HOP): The CM will oversee this program, provide direct support to two participants in the process of becoming housed, and ensure each participant's individual barrier(s) to housing are adequately addressed

within the required time limits. Programming includes scheduled home visits with tenant and/or landlord, submitting payments for rent, and working with participants to make progress towards their identified goals.

- **Housing Case Management:** Work with other SSC staff to provide one-to-one case management to participants with a regular income in need of stable housing. This includes intake, assessment, goal setting/achievement, referrals, application assistance, and support related to obtaining and maintaining stable housing.
- **Coordination of Housing Services/Resources:** Create and maintain an updated housing database that details supportive housing resources for individuals experiencing homelessness. This includes creating new linkages to supportive housing programs and landlords.
- **Educate and Equip Staff:** Act as lead consultant for SSC staff on all housing resources, including transitional, subsidized, and affordable housing options. This requires participation in organizations and coalitions focused on helping promote greater resources for clients.
- **Specialty Projects:** Coordinate housing groups for SSC participants, including information on the housing market in Chicago, tenants' rights, and current waitlist requirements. Assist other SSC staff in specialty projects related to public education on homelessness.
- **Drop-In Services/Meals Ministry:** Participate in morning drop-in services where SSC participants are provided with case management services, clothing, toiletries, and food resources. Attend Meals Ministry programming to provide short-term case management referrals to interested participants and manage housing drop-in consultation hours.
- **Team/Director Meetings:** Meet with the Program Director for weekly supervision and actively participate in monthly team meetings, monthly Chicago Lights meetings, and monthly Fourth Presbyterian Church/Chicago Lights meetings.
- **Confidentiality:** Maintain confidentiality of participant information in all written, oral, and electronic forms.
- **Gain a deep knowledge regarding all SSC programs and procedures, complete necessary intake forms, and thoroughly document all participant interactions.**
- **Practice principles of hospitality when interacting with visitors, participants, members, and staff of Fourth Presbyterian Church and Chicago Lights.**
- **Additional responsibilities may evolve alongside programming needs.**

Schedule

- Monday Remote 9:00-5:00, Tuesday through Friday In-Person 9:00 AM–5:00 PM, up to 40 hours per week

Robust Benefits Package:

- Medical insurance (church pays 85% of employee monthly premium and 75% of eligible dependents)
- Optional dental and vision insurance plans
- Generous 17 days of PTO plus 11 paid holidays
- 403b retirement plan (employer contributions after one year of employment)
- FSA for unreimbursed medical and dependent daycare expenses

- Mass transit and commuter parking benefits
- Life and short-term disability insurance, optional life insurance, and long-term disability plan

Compensation: Salary Range- \$51,000-\$53,000 annually, based on experience and qualifications

Qualifications

- Comfort working with individuals experiencing homelessness (including out in the field, on the street, in office, and during home visits)
- Extensive knowledge of supportive, affordable, and subsidized housing options in Chicago area
- Experience in trauma-informed care or willingness to be trained is required
- A commitment to inclusive, equitable, and anti-racist care
- Salesforce experience preferred; Microsoft Office experience required
- Excellent verbal and written communication skills and strong organizational skills
- Willingness to work a flexible schedule, including both in-office and field work (travel expenses will be reimbursed)
- Preference for working in a team environment with shared responsibilities and decision-making
- Strong work ethics, solid judgment, and ability to take initiative, work independently and personal qualities of integrity, credibility, and commitment to Chicago Lights' mission
- Comparable work experience required, bachelor's degree in social work (or related field) preferred
- Commitment to racial equity and social justice: willingness to recognize the role of race, income, age, immigration status, and other identities in shaping disparities, and work toward amplifying community voices to advocate for equity; ability to recognize how your own identities show up in the work, and welcome, reflect on, and act on feedback with an eye toward continuous learning about race, ability, and other lines of difference

Physical Requirement and Work Environment

The physical demands and work environment described here are representative of those an employee encounters while performing essential functions of this job. Must be able to participate in online virtual communications including email, video conferencing, and other online tools used to facilitate virtual office culture and work sharing.

- Prolonged periods of sitting and computer work
- Ability to lift 15–25 pounds
- Use of standard office equipment
- Smoke and drug (illegal or recreational) free environment.
- Fourth Church/Chicago Light aims for accessibility in any off-site location in its control, but some of them may not be fully accessible.

EEO Statement

Fourth Presbyterian Church and Chicago Lights are committed to equal employment opportunity for all qualified persons, without regard to race, color, citizenship status, national origin, ancestry, sex, sexual orientation, gender identity and/or expression, age, creed, physical or mental disability, marital status or familial status, veteran status, military status, source of income, political affiliation, or any other factor protected by law. Fourth Church and Chicago Lights seek to build and retain a diverse staff and is committed to fostering an equitable and inclusive workplace where everyone is treated as a respected and valued member of the team.

Fourth Church and Chicago Lights are committed to elevating the voices of individuals of all backgrounds, including but not limited to women and people of color, Native people, immigrants and refugees, low-income people, LGBTQ+, and transgender, gender non-conforming, and non-binary people, people with disabilities, and accordingly encourage qualified individuals from all communities to apply.