



## **Team Leader: Flexible Housing Pool Community Support Team**

### Job Description

Supervise 3 Case Managers and 1 Recovery Support Specialist. Provide intensive clinical supportive services to program participants with disabilities including mental health and substance use diagnoses living in scattered site units across the city of Chicago. Services include attending to the psycho-social, health, financial, recreational, nutritional, and housing needs of the clients. Operate as part of a 5 person team utilizing a total team approach with clients. Reports to the Clinical Director.

Job duties include but are not limited to:

- Providing intensive mental, physical and social health case management services in the community, including community building and social activity planning and implementation;
- Identifying client and needs, including barriers to receiving appropriate services and assisting with effective problem solving to address issues;
- Providing treatment planning, coordination, and implementation of services needed;
- Providing information, linkage, referral and advocacy for clients with agencies in the community, including crises intervention services when needed;
- Working with clients to increase their skills and income, improve their self-determination, and maintain residential stability;
- Maintaining the confidentiality of client information in any written, oral, or electronic form including, but not limited to, health information, HIV/AIDS status, and disability information. Releasing such information only as needed and with the proper release from the client unless mandated by law;
- Completing and submitting of billing in an EHR in accordance with Rule 140 guidelines;
- Reporting all incidents of abuse, and/or neglect as required by state law;
- Maintaining accurate and up-to-date records using HMIS, our EHR and paper files on all clients and residents receiving services, including maintaining records necessary to fulfill grant requirements and third party payers;
- Coordinating the provision of appropriate services from other providers from the community;
- Working cooperatively with landlords to ensure residential stability of clients;
- Completing required documentation for billing and compliance in a timely manner.



Additional duties not listed may be required depending upon the need of clients and at the discretion of your supervisor.

Must have the ability to relate appropriately and effectively with individuals, to other staff and to personnel of other community agencies; knowledge of the symptoms of and appropriate treatments for mental illness. Knowledge of community resources, skill to organize and document notes and service plans; knowledge of and willingness to match programs and services appropriate for clients; skill to establish and maintain effective working relationships; ability to work independently and as a member of an interdisciplinary team.

**Requirements:** Qualified candidates will have a Master's degree in a related field. Experience in mental health services preferred. Experience with Harm Reduction techniques, Housing First, trauma-informed care and substance use is desired. Candidate must have an automobile and current insurance. Computer literacy is a must!