INTERNAL JOB POSTING

October 2019

Position Title: Housing Case Manager
Department: Resettlement- reports to Director of Resettlement
Job Type: Full time

Job Function:
- Finds secure, compliant and affordable housing for new refugee arrivals.
- Coordinates apartment set-up (including beds, furniture, household goods and groceries).
- Develops and maintains positive relationships with landlords and property managers.
- Tracks expenditures on RefugeeOne data base and completes all forms required to comply with Federal contracts in required timeframe.
- Mediates when issues arise between clients and landlords.
- Assists clients in applying for subsidized housing, starting /transferring and ending utility services.
- Provides general case management to a select group of clients.

Competencies:
- Knowledge of Chicago housing market.
- Ability to cold call and establish relationships with new landlords.
- Excellent organizational, networking and communication skills.
- Ability to make quick decisions and set boundaries.
- Demonstrated ability to work effectively with diverse populations as part of a team.
- Manage interns and volunteers in a patient and courteous manner.

Requirements:
- Bachelor’s Degree or equivalent in relevant field.
- Strong Computer skills including working knowledge of Microsoft Office, Outlook, Word and Excel.
- Experience working with individuals and groups from diverse ethnic, cultural and faith communities.
- Must have valid driver’s license and use of a car.

To apply, send resume and cover letter to Jan Douglas at jdouglas@refugeeone.org
NO PHONE CALLS PLEASE