



refugeeone.org

## 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](mailto:jdouglas@refugeeone.org)**

**NO PHONE CALLS PLEASE**

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