

**Job Description**

**Job Title:** Case Manager

**Division:** Community Transition Program (CTP)

**Program:** B.R.I.D.G.E To Home Program (B2H)

**Reports to:** Supervisor

**FLSA Status:** Non-Exempt

**Effective Date**: Created June 2025 |Updated August 2025

**DIVISION OVERVIEW:**

The Corrections Transition Programs (CTP) is a statewide network of clinical reentry management services with the overall purpose of increasing opportunities for successful reentry outcomes. CTP provides specialized case management services to help people prepare to return to their families and communities after incarceration. CTP works both inside prisons and in communities to provide reentry support, including, but not limited to, behavioral health referrals, public benefits enrollment, finding employment and housing resources and obtaining state IDs and vital records.

**POSITION SUMMARY:**

The B.R.I.D.G.E To Home Program serves individuals returning from Illinois prisons who face significant and often compounded barriers to successful reentry. Frequently excluded from traditional housing and support systems, these individuals are at increased risk of homelessness and recidivism. The program’s primary goal is to provide permanent supportive housing for individuals traditionally considered hard to place, creating a foundation for long-term stability and successful reintegration into the community. Guided by low-barrier, housing placement principles, the B2H Program eliminates preconditions such as abstinence or mandatory treatment participation, offering immediate access to housing.

**The Case Manager** provides specialized case management and care coordination in securing stable housing and accessing essential services. The Case Manager conducts comprehensive housing screenings and assessments of social determinants of health to inform individualized stabilization plans for immediate and long-term goals. The Case Manager works closely with clients to navigate complex service systems and reduce barriers to accessing housing stability. The Case Manager also facilitates timely referrals to community-based providers, behavioral health services, and support programs based on each client’s assessed level of care. All services are delivered with a trauma-informed, person-centered approach that honors the client’s personal readiness, and willingness to engage in care and support.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Case Management: (Approximately 75% of time spent in this area).

* Collaborate with the Network Housing Developer to identify safe, affordable housing options appropriate for reentry clients, including those with complex barriers or limited income history.
* Provide specialized case management services, including interviews and intake assessments, housing and rental eligibility screenings, and the development of individualized housing stabilization plans that reflect clients' reentry needs, goals, and risks.
* Provides referrals and crisis intervention for the individuals’ identified needs
* Review lease agreements with clients, ensuring understanding of terms, responsibilities, and compliance with any reentry program-specific requirements.
* Educate clients on tenant rights and responsibilities, and facilitate orientation on lease terms, housing policies, and reentry support resources.
* Conduct home visits, inspections and community-based outreach to monitor client well-being, provide tenancy coaching, and assist in resolving landlord or neighborhood conflicts.
* Coordinate referrals to behavioral health, employment, education, legal aid, and wraparound services that address social determinants of health and promote housing retention.
* Assist clients in building financial literacy skills, including budgeting, credit repair strategies, and obtaining credit reports to support long-term stability.
* Support clients through the move-in process, including utility setup or reconnections, coordination of housing start-up kits, and basic household needs.
* Enter accurate and timely case documentation into the ECR database; collect required documentation from clients and service partners for eligibility, assessment, and reassessment purposes.
* Assist with monthly data collection, outcome tracking, and program reporting required by funders and oversight agencies.
* Participate in staff meetings and monthly supervisions, and participate in integrated staffing with individuals receiving TASC services.
* Attend all required trainings related to reentry, trauma-informed care, housing stability, and agency policies.

Participate in community meetings, trainings and projects including multi-disciplinary staffing, vocational- and educational-programming, and other meetings assigned (Approximately 20% of the time spent in this area)

* Develops effective working relationships with the internal and external partners
* Participate in meetings to adjust, update or revise individual service plan

Other function (Approximately 5% of the time spent in this area)

* Ensure that confidential information relating to the organization, its staff, and individuals is kept confidential
* Be an excellent steward of TASC, modeling the core values of the organization
* Other duties as assigned

**COMPETENCIES**

Planning/Organizing | Communication | Data Management/Utilization | Customer Relations | Problem-solving |Microsoft Office Suite| Productivity/Accountability| Excellent Communication | Attention to Detail | Flexibility | Relationship Building | Trauma Informed Care | Collaboration/Teamwork | Time Management

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Bachelor’s degree from an accredited college or university preferably in social work, psychology, criminal justice, or related field preferred.
* Minimum of 2 years of case management experience, providing direct client services
* Ability to obtain CADC/CARS certification within the first two years in the field.
* Knowledge of outreach and /or supportive housing programs
* Skilled in navigating challenging situations involving mental health, housing instability, safety concerns, and conflict resolution with landlords and clients
* Must be able to implement a Housing First Model.
* Demonstrated proficiency in the Microsoft Office suite
* Demonstrated experience in group facilitation
* Ability to support a culture of diversity, equity, and inclusion.
* Ability to take initiatives and have creativeness
* Flexibility in thinking and approaches to leading group discussions
* Excellent verbal, written, and interpersonal communication skills.
* Excellent time management skills with a proven ability to meet deadlines
* Individuals with justice-involved backgrounds or other lived experiences are welcomed and encouraged to apply. Will be required to pass all required background checks.

**SUPERVISORY RESPONSIBILITY**

This position has no supervisory responsibilities.

**WORK ENVIRONMENT**

This job may require you to work in a secured setting or TASC professional office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and/or fax machines.

**PHYSICAL DEMANDS**

This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary. Frequently lifts, carries or otherwise moves and positions objects weighting up to 15 lbs. Frequently bends, kneels and crouches. Repetitive movement of hands, arms, and legs. Continuous walking, standing, and moving about the work location or partner agencies. The noise level in the work environment is usually moderate.

**POSITION TYPE AND EXPECTED HOURS OF WORK**

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 4:30 p.m. with occasional evening and/or weekend hours. Hours of operation may change based on the need of the program and in mutual agreement with external partners and TASC.

**TRAVEL**

Travel is determined by work site location. Although some out-of-the area and overnight travel may be expected. Must be available to attend meetings and meet the needs of the program throughout the city, counties or wherever needed (a valid driver’s license, current auto insurance and reliable automotive transportation are required).

**OTHER DUTIES**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Employee signature below constitutes their understanding of the requirements, essential functions and duties of the position.

Employee Signature Date

Supervisor Signature Date