



# GROWING HOME

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## CASE MANAGEMENT COORDINATOR

Growing Home, Inc. is a non-profit social enterprise that provides job training for low-income individuals in Chicago through organic agriculture. Our program provides experiential learning opportunities and employment in the horticulture field, as well as a unique job-readiness curriculum that helps reintroduce participants back into the workforce. Through our USDA-certified organic farms, we also seek to provide healthy, fresh food and food education to our neighbors in Englewood.

We offer a diverse, energetic and mission-focused environment for our employees.

### **The Job**

We are seeking candidates who are proactive, detail oriented, thrive working directly with job-seeking individuals, are passionate about providing case management support and relevant referrals to individuals to help them achieve their goals, possess drive for cultivating partnerships and expanding our network of supportive services, are flexible and willing to respond in a timely way to participant challenges through coaching and support, and who are organized and able to maintain files, databases, and a regular schedule of 1-on-1s with an annual case load of approximately 55 individuals.

The Case Management Coordinator reports to the Director of Employment Training and works closely with a committed group of 3 other frontline staff.

### **Responsibilities**

- Oversees supportive service provision for GH “clients” (both current Production Assistants and program Alumni); identifies and supports needs for ancillary referrals for health, education, counseling, housing, substance treatment, public benefits enrollment, etc.
- Implements and maintains a regular schedule of 1:1 counseling meetings with Production Assistants to support achievement of participant-driven goals through strengths-based coaching, solutions-focused case management, and relevant referrals.

- Maintains, develops, and expands referral partnerships to expand our network of supportive services and Growing Home's ability to support Production Assistants and to facilitate organizational collaborations
- Serves as lead in case noting in Salesforce electronic case management database, including weekly progress notes, 1-on-1 case notes, documenting referral updates, and incident notes.
- Support Growing Home's partnership with Cabrini Green Legal Aid (CGLA) to provide CGLA staff with participant documents, data, progress notes and oversee growing home participant progress with legal aid goals
- Provides feedback and advice to other frontline staff, including support to colleagues without social work backgrounds
- Collaborates with other Growing Home staff to provide pre-employment and retention counseling services for PAs
- Participates in weekly case management meetings with Growing Home staff
- Maintains accurate and complete client paper files, gathers and processes necessary data for case management, gathers necessary documents and documentation from program participants.
- Maintains accurate and complete client demographic data and case noting in Salesforce electronic database
- Enters client data into government electronic databases, while ensuring accuracy and completeness to maintain Growing Home's reporting obligations for its government contracts
- Provides relevant data and information for reporting and fundraising purposes, maintains clear, complete, and accurate data for data analysis, and writes reports, case studies, and assessment
- Assists in recruitment by leading information and application sessions
- Collaborates with ET team for participant review, interviews, and PA hiring decisions
- Supports recruitment outreach by notifying collaborative supportive service partners of recruitment info sessions, passing along flyers, etc.
- Assists in job readiness training, including assisting in classroom facilitation, and curriculum development/revision as needed
- Identifies and develops subject matter for occasional classroom facilitation that aligns with participant supportive service needs such as driver's license re-instatement, navigating Chicago housing resources, cultural sensitivity, bias, and harassment training, stress and anger management, and benefits enrollment.
- Provides ongoing case management and supportive service provision to GH Alumni
- Assists in Alumni outreach, retention, engagement events, Alumni Advisory Council meetings, and other Alumni related activities as needed
- Collaborate with ET team for PA application review, interviews, and hiring decision
- Assists with PA resume creation, cover letter drafting, interview preparation, and individual job search as needed
- Assists in coordination of Employment Training events
- Assists with employer cultivation as needed
- Work occasional scheduled farm, market, and cleaning shifts with PAs; frequency determined based on staffing needs and availability
- As needed, assist with Growing Home open houses and events and Alumni events which may include night or weekend hours
- Assist in collection of appropriate pictures, videos, and stories for social media

## **Qualifications**

- The ideal candidate will have a background in and understanding of the ethics and practices of social work, experience with strengths-based coaching and/or solutions-focused case management, experience working 1-on-1 or in small groups with marginalized populations, and cultural sensitivity in working with diverse populations.
- MSW Required; Those with LSW or LCSW encouraged to apply, but not required.
- Two (2) to four (4) years related experience
- A demonstrated commitment to social justice with prior experience working with low-income populations
- Comfortable working directly with marginalized populations; ability to engage with individuals in an authentic and nonjudgmental manner
- Familiarity of Chicago social service resources
- Strong written and verbal communication skills; ability to engage, inspire, and influence a wide variety of stakeholders
- Ability to work closely in a team of individuals with mixed professional and educational backgrounds
- Some travel for meetings will be required. Must have an aptitude and willingness to navigate public transportation throughout the greater Chicago-area, or a valid driver's license

## **Physical Requirements**

While performing the duties of this job, the employee is frequently required to stand; walk and sit. The employee must occasionally lift and/or move up to 15 pounds. Requires ability to climb stairs, prolonged sitting, standing, bending, stooping and stretching, requires eye-hand coordination and manual dexterity sufficient to operate office equipment. Requires normal range of hearing and eyesight to record, prepare and communicate appropriate reports. Primary work hours will be between 8:00 am and 4:00 pm. Monday through Friday at the Wood Street Urban Farm, 5814 S. Wood Street. For special events or at particularly busy times per year, the Case Management Coordinator may be required to work weekend or evening hours.

Growing Home Inc reserves the right to assign or reassign duties and responsibilities of this job at any time based on the needs of the organization.

To apply, submit an application to [jobs@growinghomeinc.org](mailto:jobs@growinghomeinc.org). Your application must consist of a cover letter, resume, and two professional references. The subject line of your application email should be "Case Management Coordinator." Applications must be received as a single PDF document. Emails only - calls, in-person visits, and postal mail will not be accepted.