



POSITION TITLE: Reintegration Case Manager (*full-time*)

RESPONSIBLE TO: Manager of Restorative Justice and Workforce Development

JOB DESCRIPTION: The Reintegration Case Manager is responsible for delivering post-release services for Reentry participants after they have completed programming in prison and been released from prison to Chicago. Specifically, this position is responsible for providing individual coaching, case management, and resource coordination to participants through a trauma informed and restorative justice lens; and facilitating cognitive behavioral intervention groups. The Reintegration Case Manager is expected to adhere to principles of trauma-informed care, harm-reduction, and strength-based, cultural competency, and restorative justice. The Reintegration Case Manager should be an excellent problem-solver, organized, have great communication skills in both writing and speaking, be energetic and flexible, collaborative, and proactive team members who positively and productively support high-risk participants. The Reintegration Case Manager should have experience in case management and workforce development, as well as working with very high-risk adults and young adults.

DUTIES AND RESPONSIBILITIES:

- Collaborate with participants and Employment Specialist in developing and taking steps outlined in their Individual Action Plans (IAP) to achieve their personal and professional goals. This includes assistance with addressing such problems as personal and family adjustments, finances, employment, food, clothing, housing, (behavioral) health and physical and mental impairments. This could also include enrolling in benefits, opening bank accounts, obtaining phones and state IDs, finding transportation, and assisting participants in navigating through systems of health care and social service providers.
- Conduct weekly one-on-one coaching sessions with participants.
- Assist participants in meeting their MSR (Mandatory Supervised Release) requirements issued by the Prisoner Review Board.
- Update case notes to document outcomes of referrals and next steps.
- Develop and maintain referral relationships for a range of support services.
- Build and maintain positive relationships with parole agents.
- With an authorized release of information, contact family members or other social supports of participants to discuss their reentry goals and how to support loved one upon release.
- Engages in all ECS fundraising efforts as required (i.e annual gala working event)
- Other duties as assigned by ECS.

PROJECT COORDINATION

- Receive and pre-screen referral information from Area Coordinator
- Coordinate with the other Case Managers, Career Coaches and Mentors to ensure referrals are assigned to required services.
- Assign located and eligible participants to subcontracted partner
- Convene and facilitate bi-weekly partners meetings between Career Coaches, and Mentors.
- Research and collect community resources to support partner organizations' service delivery.

COORDINATING PROGRAM



- Serve as primary point of contact to project partners
- Provide Program onboarding for new partner organization staff
- Develop and implement an ongoing training series for partner agency staff
- Conduct partner site visits to ensure program compliance
- Attend internal and external meetings relevant to the program and community collaborations
- Model and integrate good stewardship of program funding into program implementation
- Implement program innovations, as identified.

QUALITY ASSURANCE AND DATA COLLECTION

- Ensure program policies and procedures are implemented and followed.
- Ensure coaches and mentors are completing intake assessments, documenting services, recording Client Assistance Fund usage, and completing exit assessments through data entry
- Provide weekly and monthly reports to leadership, partner agencies and funders
- Develop and implement quality assurance and improvement practices

OTHER:

- Attend and actively participate in agency, department and team meetings
- Support other Team members when needed, i.e. during staff transitions, staff PTO, etc.
- Perform other related duties as assigned

QUALIFICATIONS:

- Bachelor's degree preferred and/or 2 years of formal work experience in employment-related social services, case management, and/or reentry counseling/coaching, preferably with justice-involved individuals, opportunity youth, or similarly at-risk or marginalized populations; OR, an equivalent combination of education and relevant work experience required.
- Individuals with criminal records and other lived experience are encouraged to apply, however the Reentry Specialist must be able to obtain security clearance at IDOC. This means the Reentry Specialist cannot have any IDOC infractions (Inmate Disciplinary Reports) for violating security protocol in the past seven year
- Experience performing case management, counseling/ coaching in a social service setting, preferably with (formerly) incarcerated individuals, opportunity youth, or similarly at-risk or marginalized populations, required.
- Knowledge of workforce development and employment services for chronically unemployed individuals.
- Basic understanding of cognitive-behavioral interventions, motivational interviewing, and trauma-informed care, preferred
- Comfortable working with at high-risk populations with compound necessities.
- Skilled in Microsoft Office, including Word, Excel, Outlook, Teams, and PowerPoint; Windows operating systems; Zoom; and other commonly used software.
- Experience with prison email and virtual visit software such as GTL, a plus.

GENERAL PROGRAM REQUIREMENTS:

Staff shall be able to demonstrate the skill and competence necessary to contribute to each participant physical, intellectual, personal, emotional, and social development. Factors contributing to the attainment of this standard include:

- Bilingual is a MUST; Spanish is highly desired due to demographic.
- Access to reliable transportation and ability to travel throughout Chicago, and surrounding areas.
- Excellent written and verbal communications skills; excellent organizational skills



- Cooperation with the purposes and services of the program; Respect for youth and adults;
- Flexibility, understanding and patience;
- Physical and mental health that do not interfere with customer work responsibilities;
- Good personal hygiene;
- Frequent interaction with customers, business partners, and funding sources;
- Listening skills, availability and responsiveness to customers and management;
- Sensitivity to customers' socioeconomic, cultural, ethnic and religious backgrounds, and individual needs and capabilities;
- Ability to provide an environment in which customers can feel comfortable, relaxed, happy and involved in education, recreation, and other activities.

SALARY/BENEFITS:

- Health benefits available for eligible employees
- \$18-22/hr

OTHER:

- ECS is an "At-Will" employer and reserves its rights to practice as such.