



Position Title: Therapeutic Case Manager

Reports To: Clinical Manager

Position Type: Full Time/Exempt/In-person

For over 50 years, The Harbour, Inc. has provided emergency housing, transitional living programs, and supportive resources to youth experiencing homelessness in the Chicagoland region. We are seeking a collaborative, open-minded, and creative professional to join our quest to empower youth, promote individual safety, stability, and personal growth, and build an innovative workplace culture.

General Summary:

The Therapeutic Case Manager provides trauma-informed, client-centered case management and therapeutic support to youth residing in emergency shelter or transitional housing programs. Clients may be involved in the child welfare or juvenile justice systems, and many have experienced complex trauma, family separation, or chronic housing instability. The Case Manager plays a central role in helping youth stabilize, build life skills, and transition to safe, permanent housing and increased independence.

Client Support & Case Management:

- Manage a caseload of youth ages 12–24 living in shelter, independent, or transitional housing.
- Complete clinical assessment used to develop service plans, transition plans, and individualized crisis support plans for youth in the program
- Deliver strengths-based, trauma-informed case management focused on safety, stability, and youth-defined goals.
- Support independent living skill development (budgeting, cooking, time management, landlord communication, etc.).

Therapeutic Engagement:

- Provide short-term therapeutic interventions, including emotional regulation, coping skills, and Therapeutic Crisis Intervention and de-escalation.
- Support program staff with clinical consult regarding youth's therapeutic needs to ensure trauma-responsive and culturally affirming care.
- Refer clients for long-term therapy or behavioral health services when needed.

Housing Navigation & Life Skills:

- Assist youth in identifying permanent housing options and navigating Coordinated Entry or Rapid Re-Housing systems.
- Support independent living skill development (budgeting, cooking, time management, landlord communication, etc.).
- Facilitate workshops or groups on life skills, emotional wellness, or healthy relationships.

Systems Coordination:

- Advocate for youth within child welfare, probation, education, and health systems.
- Collaborate closely with Youth Development Specialist staff, Program team members, and external service providers.
- Attend case reviews, court hearings, IEPs, and community case conferences as needed.
- Maintain communication with collaborative agents involved with each client, i.e. GAL, therapist, probation officer, school social worker and other connected resources.
- Support the maintenance of a positive therapeutic milieu within each Transitional Living Program site.

Documentation & Compliance:

- Maintain thorough and timely documentation of all services provided.
- Ensure documentation and file compliance with agency, DCFS Licensing, state, and funding source standards.
- Participate in data collection and outcomes tracking for program evaluation.

Teamwork:

- Participate as a member of a multidisciplinary team to promote positive outcomes for youth.
- Develop and maintain positive working relationships with all team members.
- Offer consultation, guidance and support during business hours and after hours when on-call.
- Attend scheduled program, staff and agency meetings as required.

Professional Growth:

Participate in supervision and staff development, displaying the ability to utilize and integrate material presented in training and supervision.

This includes:

- Participate in scheduled supervision, bringing issues into supervision and demonstrating that material covered in supervision is utilized in job performance.
- Participate and secure at least 10 hours of in-service and/or external training annually, or CEUs required by your licensure, and demonstrate that material presented is integrated into practice.

Perform other duties as assigned to support the safety, stability, and well-being of youth and to advance the mission and values of the organization.

Requirements:

- Master's in Social Work or Bachelor's or Master in Social Work with youth experience.
- CWEL Certification is required within 90 days of hire.
- Walk up and down stairs at least 20 times per shift.
- Supervise residents via direct eye contact and observing behavior.
- Lift items up to 20 lbs
- Previous experience working with adolescents.
- Meets DCFS requirements for transporting clients: valid driver's license, auto insurance, and a car used to transport youth.
- Willingness to work flexible hours.

- Bilingual in Spanish, preferred
- Operate office technology & equipment: copier machine, smartphone, computer, Microsoft Teams.
- Carry a cell phone and be available for rotating on-call coverage for client emergencies.
- Obtain and maintain First Aid/CPR, and TCI certification.

Salary & Benefits Package:

The Harbour, Inc. offers a comprehensive package including competitive pay and benefits to attract and retain the best talent to further the Agency's mission. ***Starting salary \$52,500***

Required Background Check:

Employment at The Harbour, Inc. is contingent on passing a background check. All candidates must undergo and pass a background check before an employment offer is extended.

The Harbour, Inc. is an Equal Opportunity / Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, ethnicity, religion, sex, sexual orientation, gender identity, national origin, age, marital status, physical or mental disability, protected veteran status, genetic information, or any other legally protected status, in accordance with applicable federal, state and local EEO laws.

Job Description Acknowledgment

I acknowledge that I have received, reviewed, and understood the job description for the position of Therapeutic Case Manager at The Harbour, Inc. I understand the duties, responsibilities, and expectations associated with this position, and I agree to perform them to the best of my ability. I also understand that this job description may be subject to change as the needs of the organization evolve. If I have any questions about my job duties or responsibilities, I will discuss them with my supervisor or Human Resources.

Employee Name (Print): _____

Employee Signature: _____

Date: _____