



Chicago Coalition for the Homeless

Position Announcement: Intake and Support Coordinator

Job Description: Coordinating the Law Project's intake process, providing support and referrals to clients, and scholarship recipients, and assisting with the scholarship and social work programs, and will work to advance racial equity.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

About CCH:

Chicago Coalition for the Homeless is a 44-year-old systemic advocacy organization. CCH develops campaigns and initiatives to address the causes of homelessness - lack of affordable housing, lack of access to health care and services and lack of jobs paying a living wage. We place much emphasis on organizing and developing leaders who have experienced homelessness to become spokespersons and leaders of our various initiatives. CCH does its work in accordance with its organizational values – collaboration, integrity, strategic action, compassion, and intersectionality. We recognize that homelessness is a problem that stems from systemic racism and that biases and prejudices are embedded in the fabric of society, and thus, also permeate organizations like ours. CCH is committed to advancing racial equity in the workplace, through the work of our racial equity committee, and through the campaigns and initiatives we choose.

Job Responsibilities:

- Manage the Law Project's intake process, including:
 - Conduct telephone and in-person interviews with potential clients and identify legal problems
 - Communicate with Law Project staff on intakes and determine whether the Law Project can provide assistance
 - Maintain a referral list of other legal aid organizations to which referrals can be provided
 - Follow up with potential clients regarding next steps and referrals or advice
 - Record all pertinent information in Legal Server, the Law Project's case management system
 - Conduct a training on intake for Law Project staff or interns conducting intake
 - Implement a system of case review, assignment and follow up
- Coordinate with Education Attorney, Senior Outreach and Case Worker, interns and other Law Project staff to schedule and organize community outreach
 - Conduct outreach in community locations such as back to school fairs, shelters, drop-in centers, schools and other locations

- Maintain Legal Server, the Law Project’s case management system, and coordinate with the Development Department to create case, outreach, and other data reports
- Manage the Law Project brochures and other outreach materials
- Assist Law Project staff and/or pro bono attorneys with the representation of individual clients, including obtaining birth certificates, and in cases involving education, public benefits, criminal records relief, family law, housing and civil rights including
 - Following up with clients (in person or via phone or email) to obtain needed documents or more information
 - Advocating on client’s behalf in collaboration with Law Project staff or pro bono attorneys
- Conduct relevant trainings and/or assist Law Project staff in trainings including preparation of PowerPoint presentations and other training materials
- Support CCH’s Scholarship Program, including:
 - Collaborating with the Scholarship and Streetlight Coordinator and other CCH staff to:
 - Support processing check requests for students in the scholarship program throughout the year
 - Participate in staff advisory committee monthly meeting
 - Create, review, and revise policies as needed
 - Assist in coordinating annual in-person events for scholarship recipients
 - Attend and help troubleshoot virtual meetings
- Support the Law Project’s Social Work program, including working with Law Project staff on:
 - Application and hiring process for social work interns
 - Assignment of social work interns to specific Law Project case areas and projects
 - Supervision and/or onboarding of social work interns, processing paperwork for the interns’ social work schools
 - Create, review and revise policies as needed
 - Working with clients to support their social work needs and to identify non-legal resources
- Work in collaboration with all CCH departments—CCH believes strongly in interdepartmental collaboration and expects all staff to work in close partnership with the other departments at the organization.

Qualifications/Skills:

Required Qualifications:

- Entry level experience
- Demonstrated experience using Microsoft Word, Excel and PowerPoint
- The ability to maintain online databases

- Strong written and oral communication skills
- Ability to work well with others
- Outstanding organization skills and attention to detail
- Working occasionally on nights and weekends (with flex time available)
- Experience working with individuals from a wide range of backgrounds
- Commitment to social justice and advancing racial equity
- Ability to work collaboratively in a team environment and work to advance racial equity

Preferred Qualifications:

- Masters in Social Work preferred
- Bilingual in Spanish preferred
- A demonstrated commitment to public interest is preferred
- Experience in the legal field and/or social work preferred

Supervisory Responsibility: This position may have supervisory responsibilities for interns.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to communicate and exchange information in person and using a computer and phone. The employee frequently is required to move about inside the office to attend meetings, access mail and office machinery, and also to attend meetings and other events outside of the office. The employee is also frequently required to remain in a stationary position and to operate and use a computer and other office machinery such as a copy machine, printer, and phone.

Position Type/Expected Hours of Work

This is a hybrid position with a combination of in-office and remote work. Some flexibility in hours is allowed, but the employee must be available during the “core” work hours of 9:00 a.m. to 5:00 p.m. and must work 37.5 hours each week to maintain full-time status. Occasional evening and weekend work may be required as job duties demand, with flex time available.

Travel

Some local travel is expected for this position.

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.

Salary Range: \$56,000-59,000

Salary above the base salary is available if the candidate meets one or more of the following criteria – demonstrated second language proficiency (\$1,000), lived experience of homelessness (\$1,000), certification in racial equity work (\$1,000). Excellent benefits, including health, four weeks of paid vacation, and a sabbatical program.

Please send resume and cover letter to Patricia Nix-Hodes at patricia@chicagohomeless.org with the subject line “Intake and Support Coordinator.” The deadline to apply is August 2, 2024.

All employees should be up to date on vaccination series as indicated by the CDC. The currently approved vaccines under this policy are Pfizer, Moderna, and Johnson & Johnson. No vaccine shall be designated unless and until it is fully approved by the U.S. Food and Drug Administration (FDA) or approved by the FDA for emergency use authorization. Fully vaccinated means at least two weeks after the final shot in the required timing and dosage (one shot for Johnson & Johnson, two shots for Moderna with 28 days between shots, and two shots for Pfizer with 21 days between shots).

Prospective employees will be expected to comply with this policy within two months of accepting their offer of employment.

The Chicago Coalition for the Homeless believes that personnel diversity is an organizational strength and recognizes and values the intersectional identities that staff members bring to our organization. We are enriched by the diverse experiences, beliefs, and ways of thinking that employees of different backgrounds bring.

People of color and people who have experienced homelessness or poverty are strongly encouraged to apply. Fair consideration is given to all qualified applicants regardless of criminal record. CCH is committed to providing equal employment consideration without discrimination on the basis of race, sex, disability, religion, national origin, ancestry, military status, marital status, sexual orientation, gender identity, age or any other [legally protected status](#).