

Children's Program Case Manager

Job Summary

The Children's Program Case Manager (CPCM) is a 32-hour per week salaried exempt position that provides professional-level service coordination and case management with focus on the children of the families enrolled in the Bridge Communities housing programs. The Children's case manager is responsible for a caseload of up to 35 families at any given time. Children's case managers deliver services in conjunction with the family case manager and community-based volunteer mentors. The CPCM routinely assesses to identify service needs of every child and then connects the family and children to community-based service providers and school systems. The Children's case manager's primary role is one of a facilitator and a motivator, coaching parents to reach their parenting goals, as well as ensuring that each child's individualized emotional, educational, physical, and safety needs are met. The CPCM maintains strict documentation of client goals and interactions and regularly assesses goal striving and progress toward achievement of permanent housing and self-sufficiency.

The CPCM reports to the Associate Director of Children's Services and collaborates with all members of the various program departments, including Intake, Children's, Employment, and Family Wellness. The CPCM must demonstrate cultural understanding and humility and compassion and accountability for self and others. This position is a remote work schedule and offices out of their home with requirements of meetings and home visits throughout DuPage County. This position is expected to work outside regular business hours, including occasional nights and weekends. This position is eligible for all health insurance, PTO, and other benefits provided to salaried full-time employees.

Agency Background

Founded in 1988, Bridge Communities (Bridge) is DuPage County's largest provider of transitional housing and supportive services for families facing homelessness. At present, Bridge owns and operates twenty-five apartment buildings in 7 DuPage villages, with 154 total apartments. Bridge serves over 100 families facing homelessness annually, with Program staff providing intake and referral, case management, employment coaching, children's services, family wellness programming, donated vehicles, oversight of volunteer mentors, and more in a two-generation model working to break the cycle of poverty for each family unit.

Bridge has a unique business model with faith-based and community-based organizations providing both financial support and volunteer mentors for families. Bridge values collaborations with community-based service agencies, businesses, and schools to provide holistic support to families with warm reception. A strong fundraising team that has created diverse funding streams and high donor retention. In Fiscal Year 2026, Bridge has a \$6 million operating budget, \$20 million in net assets, with \$5 million endowment and 30 employees.

Responsibilities

Case Management & Advocacy: 65%

- Work cooperatively as a team with the Senior Director of Program Services, the Associate Director of Children's Services. Communicate and collaborate with volunteer mentors as requested by Case Managers and client families.
- Complete assessments (behavioral, social/emotional, and educational) for each child during the Intake process of the Transitional Housing and Stability programs to make recommendations for immediate interventions and needed resources.
- Manage a caseload of 30-35 families in the Transitional Housing Program and Stability Program, conducting bi-annual home visits to assess and identify the needs of each family. Provide comprehensive resources and support to all family members, complete developmental assessments, and facilitate access to emotional, educational, physical, and safety needs.
- Develop and facilitate and/or develop external relationships with community-based service providers to provide group workshops on the topics of psychoeducation, self-help, education at Bridge campuses or off-site locations.
- Collaborate with the family's enrolled school district and advocate for and support families with children with IEP or 504 Plans.
- Provide support and/or resources for life skills such as parenting, relationships, and physical and behavioral health areas.
- Connect families with desired enrichment activities for children, scholarships and fee assistance.
- Occasionally distribute items to various Bridge Communities locations and families (supplies, birthday bags, parenting class bags, etc.)
- Support high school students through our Founders Fund programming in their search for colleges, financial aid, and career options. This includes group presentations regarding college and career options.
- Partner with Bridge Communities Employment Team to host a Job Readiness Class for teens.

Internal & External Relationships: 20%

- Develop and maintain relationships with community-based agencies to connect families to a variety of partner agencies based on the results of the assessments. Follow up with families and partner agencies on the outcome of the services received.
- Maintains an ongoing relationship with DuPage County (and surrounding counties) schools and submits McKinney Vento certification letters to the various homeless liaisons on behalf of our families.
- Attend pertinent community meetings and present to local schools about Bridge Communities' Children's Program.

Administrative: 15%

- Enter all client data into Salesforce (Birdseye) in a timely and accurate manner.
- Maintain detailed files of services provided to clients and outcomes. Compiles data for periodic reports to funders.

- Participate in agency fundraising and volunteer events are requested.

All Bridge Communities staff are expected to demonstrate in their performance the agency's identified Core Competencies: Service to Mission, Stewardship, Leadership, Innovation, and Collaboration. Staff is also expected to believe in and demonstrate our agency values of Partnership, Hope, Integrity, Respect, and Empowerment.

All Bridge Communities' staff adhere to the highest ethical standards in management, governance, and fund development. Convey a professional and positive image and attitude regarding Bridge and NFP sector. Demonstrate commitment to professional growth and development. Demonstrate commitment to strengthening Bridge Communities' policies and practices as they relate to equity and belonging.

Success in this role will be measured by the ability to manage a caseload of families with focus on assessing and providing holistic services to the children.

Qualifications

1) Education and Experience:

- a) A bachelor's degree in Psychology, Social Work, Education or a relevant field of study, with a minimum of 3 years of experience providing case management in a social service setting, or a minimum of 5 years' experience in a related field of employment.
- b) Bilingual communication (English/Spanish) is desired. A signing bonus up to \$2,000 will be given with proven conversational Spanish language communication skills.
- c) This position is salaried, FLSA exempt with an annual salary range of \$45,000 – \$50,000 depending on years of experience and education.

2) Skills and Knowledge:

- a) Strong knowledge of child development, theory, and education.
- b) Excellent knowledge of community resources in DuPage County.
- c) High level of computer literacy, including expertise with all Microsoft software programs, and ability to become proficient in utilizing Salesforce software.
- d) Strong listening, writing, and verbal communication skills with a belief that collaboration and shared goals lead to strong client outcomes.
- e) Critical thinking and problem-solving skills to determine needs and best plan of action and best use of limited resources.
- f) Open to the development of skills and knowledge, with willingness to be flexible and understanding that each day is unique and constantly changing.
- g) Ability to build and retain relationships across diverse populations with a commitment to equity and belonging principles.

While performing duties of this position the employee will be required, on occasion, to lift up to 25 pounds, to climb stairs, and to occasionally work outside of regular business hours/days. A valid Illinois Driver's License, auto insurance and ability to travel locally are required.

To Apply:

- Browse our website www.bridgecommunities.org to learn more about Bridge Communities.
- Compose a cover letter – one-page maximum – to clearly state your case for your candidacy.
Resumes submitted without a cover letter will not be considered.
- Email your cover letter and resume to michelle.stasi@bridgecommunities.org
- Candidates whose backgrounds are a strong fit with our requirements and have followed the explicit instructions can expect contact within 10 business days of application deadline. No follow-up phone calls or emails please. Application deadline is February 18, 2026.
- Please do not supply references at this time. No phone inquiries or follow-up, please.

Bridge Communities is an equal opportunity employer. It is our policy to grant equal employment opportunity to all qualified individuals without regard to race, color, age, national origin, sex, religion, pregnancy, ancestry, disability, sexual orientation, marital status, military or veteran status, or any other status protected by applicable federal, state, or local laws. This policy pertains to all personnel actions including, but not limited to recruitment, evaluation, selection, promotion, compensation, and termination.