

Job Title: Case Management Support Specialist

Reports to: Social Worker

Program: Healthy Families

Employment Status: Full-Time Salary

Location: Various throughout Lake County

Salary: negotiable depending on experience. Includes eligibility for health benefits and paid leave. *Note: this is a grant-funded position; continued employment depends on performance and availability of funds.*



About Mano a Mano Family Resource Center

Founded in 2000, Mano a Mano is an immigrant-based, community development organization whose mission is to empower immigrant families to become full participants in their community. Our vision is an integrated community where everyone has access to opportunities and pathways to success. We implement this mission through our five programs: Healthy Families, Engaged Citizens, Successful Children, Productive Parents, and Democracy in Action. Our work is sustained by our respect for human dignity and our belief in the equality of all people. Located in Round Lake Park, Mano a Mano now serves more than 5,000 immigrant families annually from across Lake and McHenry Counties. Mano a Mano also has a satellite office in North Chicago and other community-based sites across Lake County.

POSITION SUMMARY:

As an essential role for the organization's function as one of Illinois' Immigrant & Refugee Welcoming Centers, the Case Management Support Specialist will work closely with the Social Worker and Healthy Families program leadership to provide support to community members to access public benefits as well as health & social services navigation assistance by comprehensively assessing client needs. The Case Management Support Specialist will provide information and referrals to other programs at Mano a Mano and to other health and human services agencies. The Case Management Support Specialist will act as the immigrant community's key crisis intervention support and services reference point- empowering community members in various aspects of their lives with the resources available to them.

ESSENTIAL DUTIES AND RESPONSIBILITIES (others may be added at any time):

- Utilize screening tool to evaluate needs of and adequately refer and/or schedule community members;
- Assess clients' eligibility for relevant services and benefits;
- Work closely with the Social Worker to develop and monitor client service plans and provide ongoing assistance as needed to ensure clients' needs are met and situations are stabilized;
- Connect clients with other relevant programming at Mano a Mano and identify other pertinent services available in the community;
- Provide assistance for families eligible to apply for public benefits and navigating the associated agencies/providers;
- Provide follow up communication to clients to assess client's progress on service goals and identify any ongoing needs or challenges to receiving services;
- Measure and analyze changes in client knowledge gained during the small presentations and how is being implemented;
- Provide accurate interpretation and translation services for clients who have difficulty communicating with IDHS and other agencies offering supportive services;
- Develop a working relationship with other service providers and social service agencies to provide accurate referrals and appropriate case management;
- Actively participate in outreach events in the community to ensure high visibility and awareness of program offerings and other activities;
- Actively participate in and represent Mano a Mano in coalitions and other provider meetings in the community of Lake & McHenry Counties;

- Assist the Social Worker in preparing for and providing educational workshops and presentations in the community;
- Ensure to keep track of the data accurately and record on the respective databases and reports.



QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, **must be fluent in English and Spanish (written and spoken)**, must demonstrate excellent people skills, experience in working directly with customers/clients on a one-on-one basis; must be able to work well independently and with a team in varied work environments; be willing to learn; excellent communication skills; sensibility to people’s needs; good understanding of immigrants’ issues; must be a team player, self-starter, and computer literate (Microsoft Word/Excel/PowerPoint/Outlook and Internet).

Education: This is a professional position therefore an Associate’s Degree in Social Work, Human Services or related field, is preferred. It requires experience working with immigrants and sensitivity towards immigrants’ issues (or an equivalent combination of all of the above; ex: if a candidate does not have a degree, but can demonstrate previous years of experience in the field, he/she would be eligible).

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 canvass the community, access community businesses and organizations, operate normal office equipment and use a computer for extended periods of time.

Transportation: Because this position requires regular geographic mobility, all candidates must have access to reliable personal transportation and a valid driver’s license.

Mano a Mano Family Resource Center is an EEO employer who provides employment opportunities either salaried or volunteered regardless of sex, race, religion, national origin, age or disability.

Mano a Mano, Family Resource Center has an affirmative policy to maintain the work place free of sexual harassment and intimidation.

To apply: email resume, cover letter, and 3 references with subject line: *Case Management Support Specialist* to Carla Rosales crosales@mamfrc.org