



Job Title: Community Health Case Worker

Reports to: Healthy Families Program Manager

Employment Status: Full-Time (40 Hours)

Location: Various throughout Lake County

Salary: Hourly pay, 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 in the Healthy Families Program, the Community Health Case Worker will work closely with community members to offer key health and wellness education through individual and group education sessions, as well as client support to access public benefits, health navigation assistance and other health and human services through comprehensively assessing client needs. The Community Health Case Worker will provide information and referral to other programs at Mano a Mano and to other health and human services agencies throughout the County. The Community Health Case Worker will act as the immigrant community's key health and human services reference point- empowering community members to take control of their health and access benefits and services available to them.

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

- Utilize screening tool to evaluate needs of immigrants and their family members from a holistic perspective with focus in health;
- Provide internal and external referrals to meet the needs of the clients;
- Enter referrals made by the case management team onto the appropriate database;
- Complete COVID-19 emergency financial assistance applications for clients in need of emergency services;
- Assess clients' eligibility for relevant services and benefits;
- 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;
- Educate approved Medicaid/Medicare/Marketplace/All Kids clients on how to properly use their insurance (preventative services, appropriate use of emergency room, etc.);
- Provide ongoing health literacy sessions on relevant health topics either in an individual or group setting;
- Help eligible clients identify and connect with PCP and/ or medical home;
- 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;
- Develop a strong working relationship with other human services and health agencies;
- Actively participate in outreach events in the community to ensure high visibility and awareness of program offerings and other activities;
- Ensure to keep track of the data accurately and record on the respective databases.

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 in a fast-paced environment; be willing to learn; excellent communications 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: Community Health Case Worker to Carla Rosales crosales@mamfrc.org