



**Job Title:** Senior Case Management Support Specialist

**Reports to:** Healthy Families Program Manager

**Employment Status:** Full-Time, Entry level **Location:** Various throughout Lake County, extensive local travel required

**Salary:** Competitive salary. Negotiable based on experience. Includes 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**

Founded in 2000, Mano a Mano is an immigrant-based, community development organization whose mission is to empower immigrant families of Lake County, Illinois to become full participants in American life by providing quality programs and services that educate and establish links to essential community resources. We implement this mission through our four programs: Healthy Families, Productive Parents, Successful Children, and Engaged Citizens. Our respect for human dignity and our belief in the equality of all people sustains our work people.

### **POSITION SUMMARY:**

The Senior Case Management Support Specialist position will be a valuable addition to Mano a Mano's Healthy Families Program's case management team and essential to improving the quality of life for the most vulnerable members of our community. Monitors the achievement of programs' goals and objectives, evaluates the efficiency and effectiveness of programs and implements best practices. Oversees and tracks the work of the Illinois Welcoming Center case workers. Provides support in the preparation of clear and concise reports and submits reports in a timely manner to the program manager. Guarantees that the program complies with best practices and methodologies in public benefits and general case management The overall objectives of the Healthy Families Program are to help immigrants integrate themselves into the US Healthcare systems and to live their best lives in their new community. Working closely with our team of case workers and other staff, the Social Worker will be an advocate, a counselor/ mediator, a community change agent, and a facilitator of change in the lives of individuals. The Social Worker will lead agency efforts in crisis management and stabilization. A part of the State of Illinois's Welcoming Center Program, the Social Worker will provide services and support with a focus on helping immigrant community members achieve personal goals and overcome barriers to full participation in their community.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES (Other duties may be assigned as needed):**

- Guarantees that program complies with best practices and methodologies in public benefits and general case management; •
- Ensures that program staff and volunteers comply with appropriate professional development training;

- ❑ Oversees and tracks the work of the IWC case workers;
- ❑ Recruits and coordinates staff including but not limited to Illinois Welcoming Center Community Health Case Workers.
- ❑ Ensures achievement of program metrics- including goals specified by grants and other goals as identified by agency management;
- ❑ Perform thorough evaluation of client needs with a focus on health and social skills
- ❑ Gather relevant information pertaining to case issues
- ❑ Assess clients' eligibility for relevant services and benefits
- ❑ Develop and monitor client service plans
- ❑ Provide ongoing assistance and re-evaluate at appropriate intervals 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;
- ❑ Promote wellness in mental and behavioral health through one-on-one or group sessions
- ❑ Ensure to keep track of data accurately and record on the respective databases
- ❑ Provide follow up communication with 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 during the period of service
- ❑ Provide accurate interpretation and translation services for clients who have difficulty communicating with agencies offering supportive services
- ❑ Develop a strong working relationship with other service providers and social service agencies to provide accurate referrals and appropriate case management;
- ❑ Perform research as needed and with relevance to our target populations.

**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 diverse clients on a one-on-one basis; 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). Candidates have demonstrated experience and/or knowledge of the health & human services system and be an excellent problem solver. He/she must be creative, a good motivator, and demonstrate sensitivity to different cultures, backgrounds, and socio-economic conditions.

**Education:** This is a professional entry-level position and requires a bachelor's degree in social work or a closely related field.

**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 for referrals and resource purposes, must operate normal office equipment, and use a computer for extended periods of time.

**Transportation:** As Mano a Mano has extended services throughout Lake and McHenry counties,

our presence in various community sites has also become necessary. Current community sites/co-locations include: Wauconda, Mundelein, Highland Park, North Chicago, and Round Lake Park (main office). As a result, the person filling this position must be flexible and willing to be mobile to serve at all locations. All candidates must have flexibility and access to reliable personal transportation and a valid driver's license and insurance. *Travel reimbursement is available.*

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, send resume, cover letter, and references with subject line: Bilingual SW to- Irma Barrientos, Program Manager (ibarrientos@mamfrc.org)