



Mano a Mano
Family Resource Center

Job Title: Case Manager

Reports to: Lead Case Manager

Employment Status: Full-Time

Location: Various throughout Lake County (see summary for more details about locations).

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.

Founded in 2000, Mano a Mano is an immigrant-based, community development organization whose mission is to empower immigrant and underserved 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 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 serves approximately 4,000 immigrants annually from across Lake County and surrounding areas. Mano a Mano is recognized by the Board of Immigration Appeals (BIA) to practice immigration law before the Department of Homeland Security through accredited staff members.

POSITION SUMMARY:

The Case Manager work closely with community members to gain access to health insurance, public benefits, and other health and human services through assessing client needs, application support, and providing information and referral to other programs at Mano a Mano and to agencies throughout the County. In order to reach families across the Lake County, the case manager will work four days a week at various community partner locations throughout the County, including not necessarily limited to locations in Mundelein, Wauconda, and Zion, spending the fifth day of the week at Mano a Mano's main location in Round Lake Park. Once hired, the Case Manager's schedule will be determined and it will be a regular, consistent schedule (in terms of hours and locations).

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Evaluate the health and human service needs of immigrants and their family members;
- Build clients' understanding of other government agencies' requirements, procedures, and services;
- Assess clients' eligibility for relevant services and benefits;
- Develop a working relationship with other service providers and social service agencies to provide accurate referrals and appropriate case management;
- Mediate between IDHS and/or other agencies' staff and Limited-English speaking clients to problem solve when necessary;
- Provide accurate interpretation and translation services for clients who have difficulty communicating with IDHS and other agencies offering supportive services;
- Assist clients in translating written documents, application forms, and any written communications from IDHS and/or other service providers;

- Connect clients' with other relevant programming at Mano a Mano and identify other pertinent services available in the community;
- Develop and monitor client service plans and provide ongoing assistance as needed to ensure clients' needs are met and situations are stabilized; and
- Represent and promote agency in the community to ensure high visibility and awareness of program offerings and other activities.
- Other duties may be assigned as need.

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; 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 and requires an Associate's Degree in Social Work, Human Services or related field. 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, send resume and cover letter with subject line: Case Manager to info@mamfrc.org. The position will remain open until it is filled.