

LATINO RESOURCE INSTITUTE OF ILLINOIS

Immigrant Family Resource Program (IFRP)

Latino Resource Institute of Illinois (LRII)—a recognized leader in family support—prides itself on delivering effective and efficient services to immigrant and refugee community members across Southeast Chicago and the broader Chicago area. We are seeking a mission-driven **Bilingual IFRP Case Manager** to join our team and support families in accessing the resources they need to thrive.

About the IFRP Program

The Immigrant Family Resource Program (IFRP) provides comprehensive services to support immigrant families in navigating public benefits, community resources, and systems that impact their well-being. Services include:

- **Outreach and education** on public benefits and eligible services
- **Case management** for families needing ongoing support to access and maintain benefits
- **Information and referrals** to community resources
- **Interpretation and translation** for clients communicating with IDHS and other agencies
- **Advocacy** to ensure immigrant communities understand their rights and responsibilities

Position Summary

The **IFRP Case Manager** provides direct case management, needs assessments, service planning, linkages, advocacy, and follow-up support to individuals and families seeking multiple services. The Case Manager also assists in coordinating **monthly educational workshops** and **outreach events**.

Principal Duties & Responsibilities

Case Management

- Conduct needs/strengths assessments, screenings, and service planning
- Develop Individual Family Support Plans for clients receiving case management
- Provide information, referrals, and education on benefits and services
- Conduct follow-ups to ensure continuity of services
- Maintain strong knowledge of state and federal programs relevant to the community

- Identify and utilize partner agencies, resources, and community services
- Collaborate with local agencies to coordinate care
- Prepare and present case materials during staff meetings
- Maintain the highest level of confidentiality and adhere to professional standards
- Maintain client records and comply with all funding and reporting requirements
- Enter daily work reports in **Microsoft Calendar**
- Keep data updated in **Salesforce** for monthly reporting
- Submit required documentation, reports, and statistical data
- Represent LRII at community meetings, coalitions, and partnerships
- Communicate effectively with the Program Manager for guidance and support
- Perform additional duties as assigned

Skills & Requirements

- Bachelor's degree **or** minimum three (3) years' experience in social work or related social services
- Prior experience in **case management**
- Ability to apply **Principles of Family Support Practice**
- Experience in community-based or social service environments
- Understanding of, and sensitivity to, diverse immigrant and refugee communities
- **Bilingual proficiency in English and Spanish** (speaking, writing, facilitating, and translating)
- Ability to work some evenings and weekends
- Must have **valid Driver's License, insured vehicle, and ability to travel** for work