
Job Position: Family Advocacy Center (FAC) Bilingual Case Manager

Reports to: FAC Assistant Site Director

Funded by: Department of Children and Family Services (DCFS) FAC

Salary Range: \$27.00 - \$30.00 Per hour

Latino Resource Institute of Illinois (LRII), a leader in the field of family support, prides on delivering effective and efficient services to our community members in the South East of Chicago and Chicago area.

The FAC Bilingual Case Manager (full-time) – Provides case management services to clients who are eligible for assistance through various programs requested in the referring documents. The full-time case manager works minimum 40 hours per week and reports directly to the Assistant Site Director.

Family Advocacy Center (FAC)

The LRII FAC program provides support to parents to follow through on their goals that allow them to preserve and reunite their families. Our focus is to maintain a focused, holistic approach that builds on a family's existing strengths.

Responsibilities:

- Provides holistic and comprehensive case management services to all clients by developing, monitoring, and evaluating treatment plans and progress.
- Admits new clients by reviewing 507s and other referral records obtained from referring agencies by placing clients in recommended programs.
- Establishes treatment programs by setting schedules and routines; coordinating services being provided.
- Monitors cases by verifying clients' attendance; observing and evaluating treatments and responses; advocating for needed services and entitlements; obtaining additional resources; intervening in crises; providing personal support.
- Maintains clients' records by reviewing case notes; logging events and progress.
- Connect clients with needed and available community resources. Follow-up with agencies, Case Workers and POs as often as possible providing Progress Reports, Final Reports about client's compliance with program requirements.
- Input accurate and complete data for all contacts with clients into agency database.
- Responsible for closing out the cases in the Database

- Ensure that all documents submitted on behalf of a client are valid.
- Prepares clients' discharge by reviewing and amplifying discharge plans; coordinating discharge and post-discharge requirements as needed with Case Workers, POs or referring agencies.
- Attends outreach, events and fairs as needed
- **This position requires travel. Valid Driver License, Car Insurance and Car is essential.**

Skills and Requirements

- Bachelor's degree or higher and experience in related field.
- Bilingual proficiency
- Proficient with Microsoft Office and other computer software.
- Knowledge of social service casework methods, theory, techniques and principles.
- The ability to work in a variety of settings with culturally-diverse families and communities with the ability to be culturally-sensitive and appropriate.
- The ability to work cooperatively with other organizations to provide services and assistance to the client.
- The ability to ensure, through facilitation and coordination activities, that appropriate service provision is provided to the client in a streamline and efficient manner so that the client's needs are met quickly yet completely.
- The ability to conduct follow-up activities such as advocating on behalf of the client and facilitation of referrals and linkage to community providers for the continuance of services provided.

Specific skills:

- Documentation skills
- Analyzing information
- Decision making
- Research skills
- Verbal communication
- Written communication
- People skills
- Effective working relation and cooperative
- Resolving conflict
- People management
- Integrity
- Cultural sensitive

NOTE: Responsibilities may change as needed or by recommendations of the funder.