



Job Description: IWC Bilingual Case Manager

Reports To: Executive Director

Illinois Welcoming Center (IWC)

Latino Resource Institute of Illinois (LRII), a leader in the field of family support, seeks qualified candidates for the full time position Bilingual Case Manager. LRII provides comprehensive resources and support programs for families in the South East of Chicago and Chicago area.

The Illinois Welcoming Center (IWC) is a comprehensive service center for the integration of immigrants and refugees in Illinois. The IWC innovative model eliminates systemic barriers that immigrants may have in approaching state services. The IWC provides immigrant and refugee individuals and families with an array of service, information, programs, and classes to assist in their path towards successful integration to the state and therefore, creating self-sustaining and thriving communities.

Position Description

The Bilingual Case Manager will provide case management services to individuals/families that contact or enter the center in need of multiple services. Case Manager will provide assessment of needs, service planning, reassessments, linkages and referrals to public and private services and programs, information dissemination, advocacy, mental health assessment, and service plan follow-up planning. Case Manager will also support in coordinating monthly educational workshops.

Principal Duties and Responsibilities

- Conduct case management duties including needs and strengths assessments, screenings, referrals and advocacy.
- Perform case management and follow-ups as needed.
- Maintain current knowledge on state and federal programs for community members.
- Locate, identify and utilize partner agencies, social services and resources for families.
- Provide education, information and referrals to program participants.
- Develop Individual Family Support Plan for each case that received case management services.
- Collaborate with local social service agencies in order to coordinate services for participants.
- Present case material and request information from other center staff.
- Represent LRII in community meetings, coalitions, partnership and other meetings as assigned.
- Maintain the highest level of participant confidentiality.
- Attend required meetings, including but not limited to, weekly intake meetings, participant staffing, team meetings, program meetings and supervision.
- Prepare and submit documentation and reports.
- Maintain participant records in accordance to professional standards, project, and funding source requirements.
- Develop and maintain required records, reports and statistical data.
- Provide daily recap of duties and activities to Program Lead
- Keep updated Service Log information for report preparation
- Communicate daily with Program Lead to ask questions, explore resources, etc.
- Perform other duties as assigned.

Required Skills and Qualifications

- Bachelor's degree or a minimum of three years' experience in the social work or related social services field.
- Prior case management experience.

- Perform tasks and responsibilities utilizing the Principles of Family Support Practice.
- Experience working in a community-based/social services setting.
- Prior knowledge and experience working in diverse community.
- Culturally competent and understands the immigrant and refugee community in the South East and surrounding areas.
- Must be able to write, speak, facilitate, and translate in both English and Spanish.
- Some weekends and evenings will be required.
- **This position requires travel. Car is essential.**

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

Hector Obregon-Luna, MDiv., DVC

Executive Director

8910 S. Comercial Ave.

Chicago, IL 60617

(708) 714 4423

hobregon@latinresourceinstituteil.org

www.lrii.org