

LATINO RESOURCE INSTITUTE OF ILLINOIS

New America Initiative (NAI)

About Us

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 and Southeast of Chicago and Chicago area.

About the New Americans Initiative (NAI)

The New Americans Initiative (NAI) is a statewide collaboration between the Illinois Coalition for Immigrant and Refugee Rights (ICIRR), the Illinois Department of Human Services (IDHS), and over 50 community-based organizations. Since 2005, NAI has empowered low-income immigrant families by providing citizenship education, application assistance, interview preparation, and access to citizenship scholarships.

The Latino Resource Institute of Illinois is seeking a dedicated **Program Manager** to support immigrant communities, strengthen program operations, and lead key educational and outreach efforts.

Position Overview

The **NAI Program Manager** is responsible for delivering case management, outreach, and educational services to program participants while ensuring compliance with NAI goals and contractual requirements. This role includes developing curriculum, teaching classes, organizing outreach activities, and maintaining accurate data and reporting. The Program Manager works 40 hours per week and must travel regularly for community engagement and service delivery.

Key Responsibilities

Program & Participant Services

- Provide case management and direct support to program participants.
- Conduct targeted outreach to engage foreign-born individuals.
- Participate in community events, fairs, and partner activities.
- Assess participants' needs and develop service plans to support their progress.
- Set annual objectives to enhance participant experience and program efficiency.

Program Planning, Data & Compliance

- Meet and exceed NAI contractual deliverables.
- Use NAI best practices to plan, monitor, and evaluate program activities.

- Collect, organize, and manage data using electronic files and Salesforce.
- Analyze participant data and community trends to inform innovative programming and recruitment strategies.

Curriculum Development & Instruction

- Develop and deliver lesson plans that support adult learners in ESL, Citizenship, Technology, or other assigned subjects.
- Maintain up-to-date instructional materials, including syllabi, curricula, and handouts.
- Teaching in a way that builds confidence, skill development, and sustains participant engagement.

Travel Requirements

- Regular travel is required for outreach, classes, and community events.
- Valid driver's license, auto insurance, and personal vehicle are required.

Qualifications

- Bachelor's degree **or** minimum three (3) years' experience in social work or related social services
- Prior experience in **case management**
- 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
- Strong commitment to immigrant rights and social justice.
- Excellent communication skills—interpersonal, written, and verbal.
- Highly organized with the ability to manage multiple projects and deadlines.
- Knowledge of adult literacy, civic education, immigration services, and case management principles.
- Proficiency in Microsoft Office and familiarity with Microsoft Suite tools.

Skills & Attributes

- Creative, analytical, and strategic thinker.
- Self-starter with strong organizational skills.
- Ability to work both independently and collaboratively.
- Patience, empathy, and cultural competency.