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**Job Description:** Illinois Welcoming Center (IWC) Bilingual Case Manager

**Reports To:** IWC Assistant Site Director

**Funded by:** Illinois Department of Human Services (IDHS) IWC

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 Illinois Welcoming Center (IWC)**

The IWC Program 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. Bilingual Case Manager will also support and coordinating monthly educational workshops and outreach events.

### **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.

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- Develop Individual Family Support Plan for each case that received case management services.
  - Collaborate with local social service agencies or CBOs 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.
  - Submit daily Work Report in Microsoft Planner.
  - Keep updated Service Log and Data in Charity Tracker for monthly report submission by the IWC Assistant Site Director.
  - Communicate with IWC Assistant Site Director for program or public aid benefits technical questions, explore resources, etc.
  - Works collaboratively with the Outreach Coordinator.
  - Perform other duties as assigned by the Executive Director.

### **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. Valid Driver License, Car Insurance and Car is essential.**

**Specific skills:**

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

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