



**Job Title:** Housing Assistance Project Coordinator

**Reports to:** Healthy Families Program Manager

**Employment Status:** Full-Time, Exempt

**Location:** Lake County

**Salary:** Exempt Salaried position. Includes eligibility for health benefits and paid leave.

*Note:* this is a grant-funded position; continued employment depends on performance and availability of funds.

### About Mano a Mano

Founded in 2000, Mano a Mano is an immigrant-based, community development organization whose mission is to empower immigrant and underserved families of Lake County, Illinois to become full participants in American life by providing quality programs and services that educate and establish links to essential community resources. We implement this mission through our four programs: Healthy Families, Productive Parents, Successful Children, and Engaged Citizens. Our work is sustained by our respect for human dignity and our belief in the equality of all people. Located in Round Lake Park, Mano a Mano serves approximately 4,000 immigrants annually from across Lake County and surrounding areas. Mano a Mano is recognized by the Department of Justice (DOJ) to practice immigration law before the Department of Homeland Security through accredited staff members

**About the Role:** This role requires an energetic, organized, and detail-oriented individual. The Housing Assistance (HA) project is an extension of the existing case management program that has been launched to provide focused support to communities most deeply impacted by the COVID-19 pandemic. The HA Project Coordinator oversees and coordinates all agency housing assistance and programming. They supervise Case Managers' work, develop and implement schedules for HA Case Managers, support them in navigating complex cases, and ensure that they are meeting service provision and data input requirements. In addition to the overall project coordination, the HA Project Coordinator will also provide case management services to community members for part of their weekly schedule. In the case management part of their role, the HA Project Coordinator receives referrals, completes intake interviews to determine client eligibility, evaluate each case, and make the decision on each clients' application based on all of the documentation and information gathered, and will guide clients to any additional resources as needed. The HA Project Coordinator will act as the organization's main external liaison to funders, partners, and the community on all housing matters.

### **Responsibilities**

- Maintain weekly schedules and caseloads for HA Case Managers.
- Prioritize and distribute/schedule referral cases as they are received from the ServicePoint database and those directly scheduled by Mano a Mano staff;
- Support Case Managers in their activities, including, but not limited to: training, managing and advising on complex cases, ensuring all supporting documentation is accurately completed, uploaded and submitted;
- Ensure Case Managers document their activities on the same day they assist clients- in Service Point and internal databases;
- Stay up to date with housing policies and regularly update case managers on any changes;
- Review and submit all necessary housing assistance applications & supporting documentation to the finance department;
- Maintain and disseminate updated information and resources to Case Managers offered by various community organizations and public agencies.
- Participate in regularly scheduled meetings with funders.



- Work with the Program Manager to resolve any challenges or issues;
- Track all data relevant to HA program and provide timely reports to Program Manager;
- Participate in and ensure new staff have received appropriate training.
- Regularly check in and debrief with case managers to ensure everyone is aware of any changes and to make any clarifications or resolve any issues.

**Qualifications:**

- Management/Supervisor Experience is required;
- Passion for supporting and helping protect community members in challenging situations;
- Experience working with immigrants and sensitivity towards immigrants' issues ;
- Comfort with using technology to communicate and coordinate work including Microsoft Suite, Google Drive, and other databases;
- Ability to plan and organize work effectively and efficiently;
- Case management experience is required.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, must be fluent in English and Spanish (written and spoken), must demonstrate excellent people skills, experience in working directly with customers/clients on a one-on-one basis; must be able to work well in a fast-paced environment; be willing to learn; excellent communications skills; sensibility to people's needs; good understanding of immigrants' issues; must be a team player, self-starter, and computer literate (Microsoft Word/Excel/PowerPoint/Outlook and Internet).

**Education:** This is a professional position therefore an Associate's Degree in Social Work, Human Services or related field, is preferred. It requires (or an equivalent combination of all of the above; ex: if a candidate does not have a degree, but can demonstrate previous years of experience in the field, he/she would be eligible).

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to canvass the community, access community businesses and organizations, operate normal office equipment and use a computer for extended periods of time.

**Transportation:** Because this position requires regular geographic mobility, all candidates must have access to reliable personal transportation and a valid driver's license. Currently, position works remotely. Eventually (TBD) this position will work out of either our Round Lake Park or North Chicago locations.

Mano a Mano Family Resource Center is an EEO employer who provides employment opportunities either salaried or volunteered regardless of sex, race, religion, national origin, age or disability.

*Mano a Mano, Family Resource Center has an affirmative policy to maintain the work place free of sexual harassment and intimidation. To apply: email resume, cover letter, and 3 references with subject line: Housing Assistance Project Coordinator to Carla Rosales [crossales@mamfrc.org](mailto:crossales@mamfrc.org)*