



**Job Title:** Housing Assistance Case Manager

**Reports to:** Housing Assistance *Project Coordinator*

**Employment Status:** Full-Time (40 Hours)

**Location:** Lake County

**Salary:** Hourly pay, negotiable depending on experience. 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 families to become full participants in their community. Our vision is an integrated community where everyone has access to opportunities and pathways to success. We implement this mission through our five programs: Healthy Families, Productive Parents, Successful Children, Democracy in Action, 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 more than 5,000 immigrant families annually from across Lake and McHenry Counties. Mano a Mano also has a satellite office in North Chicago and other community-based sites across Lake County.

### **POSITION SUMMARY:**

The Housing Assistance Case Manager will work closely with community members to offer rental assistance for those impacted by the COVID-19 Pandemic. The HA Case Manager will act as the main contact for anything related to their case load.

- Assess clients' eligibility for housing assistance per program guidelines;
- Guide client and facilitate the process in identifying all relevant documentation that the client and/or landlords must provide for application;
- Connect clients' with other relevant programming at Mano a Mano and identify other pertinent services available in the community;
- Use multiple databases to enter and track all data needed by Mano a Mano and information required by funder;
- Maintain ongoing communication with client and landlords relevant to case progress;
- Provide follow up communication to clients to assess client's progress on service progress and identify any ongoing needs or challenges to receiving assistance;
- Report any issues or challenges to HA Project Coordinator;
- Develop a working relationship with other service providers and social service agencies to provide accurate referrals and appropriate case management;
- Ensure to keep track of the data accurately and in a timely manner, and record on the respective databases;
- Other tasks and responsibilities may be assigned as needed.



## **QUALIFICATIONS:**

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 experience working with immigrants and sensitivity towards immigrants' issues (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.

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 and cover letter with email subject line: *Housing Assistance Case Manager* to Carla Rosales [crosales@mamfrc.org](mailto:crosales@mamfrc.org)