

Job Title: Case Management Support Specialist**Reports To:** Senior Case Management Support Specialist**Program:** Healthy Families**Employment Status:** Full-Time (40 hours/week), Salaried**Location:** Various sites throughout Lake County**Salary:** \$40,000–\$45,000 annually, negotiable based on experience. Includes eligibility for health benefits and paid leave.*This is a grant-funded position. Continued employment is contingent upon performance and availability of funding.***About Mano a Mano Family Resource Center**

Founded in 2000, Mano a Mano Family Resource Center is an immigrant-based community development organization dedicated to empowering immigrant families to become full participants in their communities. Our vision is an integrated community where everyone has access to opportunities and pathways to success.

We carry out our mission through five core programs: **Healthy Families, Engaged Citizens, Successful Children, Productive Parents, and Democracy in Action.** Our work is grounded in respect for human dignity and a belief in the equality of all people.

Based in Round Lake Park, Mano a Mano serves more than 5,000 immigrant families annually across Lake and McHenry Counties. We also operate a satellite office in North Chicago and additional community-based sites throughout Lake County.

Position Summary

As part of Illinois' Immigrant & Refugee Welcoming Centers network, the Case Management Support Specialist plays a vital role in supporting immigrant families in accessing public benefits and navigating health and social services.

Working closely with the Social Worker and Healthy Families program of leadership, this position conducts comprehensive client assessments, provides case management support, and connects community members to appropriate internal and external resources. The Case Management Support Specialist serves as a key point of contact for crisis intervention support, empowering clients with the knowledge and tools necessary to stabilize and improve their situations.

Essential Duties and Responsibilities

(Additional duties may be assigned.)

- Utilize screening tools to assess client needs and provide appropriate referrals or schedule services
- Determine client eligibility for relevant services and public benefits
- Collaborate with the Social Worker to develop, implement, and monitor individualized service plans
- Provide ongoing support to ensure clients' needs are met and situations are stabilized
- Connect clients to other Mano a Mano programs and relevant community resources
- Assist families with applications for public benefits and navigation of associated agencies/providers

- Conduct follow-up communication to assess client progress and identify ongoing needs or barriers
- Measure and evaluate changes in client knowledge following educational presentations and workshops
- Provide accurate interpretation and translation services when clients interact with IDHS and other agencies
- Build and maintain relationships with community service providers to ensure accurate referrals and coordinated care
- Participate in outreach events to increase program visibility and community engagement
- Represent Mano a Mano in coalitions and provider meetings throughout Lake and McHenry Counties
- Assist in the preparation and facilitation of educational workshops and community presentations
- Accurately track and enter client data into required databases and reporting systems



Qualifications

To perform this role successfully, candidates must be able to carry out each essential duty effectively.

Required:

- Fluency in English and Spanish (written and spoken)
- Strong interpersonal and communication skills
- Experience working one-on-one with clients or customers
- Ability to work independently and collaboratively in diverse environments
- Sensitivity to immigrant experiences and issues
- Strong organizational skills and attention to detail
- Proficiency in Microsoft Word, Excel, PowerPoint, Outlook, and internet-based systems

Preferred Education and Experience:

- Associate's degree in social work, Human Services, or a related field preferred
- Experience working with immigrant communities

Equivalent combinations of education and relevant experience will be considered. Candidates without a degree who demonstrate substantial relevant experience are encouraged to apply.

Physical Demands

The physical requirements described here are representative of those necessary to perform the essential functions of the position. The role includes regular community outreach, visiting local businesses and organizations, operating standard office equipment, and using a computer for extended periods.

Transportation Requirement

This position requires regular travel within Lake County. Candidates must have reliable personal transportation and a valid driver's license.

Equal Opportunity Statement

Mano a Mano Family Resource Center is an Equal Employment Opportunity (EEO) employer. We provide employment opportunities regardless of sex, race, religion, national origin, age, disability, or other protected status. We are committed to maintaining a workplace free from sexual harassment and intimidation.

**To Apply**

Please email your resume, cover letter, and three professional references with the subject line:

Case Management Support Specialist

To:

Carla Rosales

crosales@mamfrc.org