



**Position:** Case Manager

**Reports to:** Executive Director

**Status:**

Exempt, 40 hours/week

Starting salary range: \$45,000-51,000

Benefits eligible (medical, dental, paid time off)

**Project: VISION is a nonprofit organization with a mission to help youth of Chicago's Greater Chinatown community achieve their full potential by providing them with tools for educational, personal, and civic development. PV serves over 300 middle and high school youth each year out of its two Chinatown youth centers as well as three local school-based sites. We are seeking a mission-driven, compassionate, and energetic individual to join our team and serve as a Case Manager.**

**The ideal candidate will have a commitment to our mission, experience and passion for working with young people, a forward-thinking mindset, and willingness to be flexible and responsive to the needs of a growing organization with expanding programs.**

The Case Manager's role will focus on identifying and supporting PV youth with educational, behavioral, and social-emotional needs that require additional resources beyond the core program offerings. The Case Manager will also support parents and families and help build a network of external resources that can address the diverse needs of families.

**Primary Responsibilities:**

**1. Work with program staff to identify youth needs**

- Develop and manage assessment tools to identify and monitor needs of PV youth and families
- Train program staff on administration of assessments
- Support program staff to collect assessment data
- Track needs data and utilize to recommend and implement program quality improvement measures or development of new services/programs as needed
- Develop policies and processes around data collection, analysis, and storage best practices

**2. Provide case management to youth and families who require additional support services**

- Develop a case management model to help coordinate wrap-around services for PV youth and families
- Develop policies and processes around best practices and proactively implement continuous improvement to the case management system
- Develop record-keeping system based on best practices
- Provide regular, accessible office hours to meet one-on-one with youth and/or families (estimate about 30% of working time)

- Assist youth and families with a diverse range of needs, including but not limited to educational, mental, emotional, behavioral health needs, as well as family needs such as food insecurity, housing, healthcare needs, using both internal and external resources
- Build and maintain trusting, supportive, and respectful relationships with families
- Work with program staff to keep youth and families engaged with followup and follow through with referrals to external resources

### **3. Work with a network of community partners**

- Develop relationships with partner organizations that offer a variety of programs and services that meet the needs of youth and families; create a database of community resources accessible for staff and families
- Develop relationships with school staff including administration, teachers, counselors and social workers
- Establish referral processes with partners
- Facilitate connection of youth and families to other appropriate services, assist with enrollment, and continue to follow to ensure that they successfully access and engage with the services
- Act as liaison between youth/families and partner agencies

### **4. Support program staff's work**

- Support and provide assistance as needed during potentially challenging program staff interactions with youth and families
- Facilitate relationship building between youth, families, and staff
- Assist program staff with implementation of program quality improvements and program pilots

### **5. Other**

- Meet with Executive Director weekly to discuss programming
- Attend all-staff and program staff meetings
- Attend trainings regularly to bring new knowledge and ideas to improve our programs and services

### **Qualifications:**

- Bachelor's degree in social work, psychology, or a related field required
- Minimum 1 year of case management experience including internships
- Minimum 3 years of professional work experience in education, human service, youth development, or social service field
- Experience working with youth (ages 12-18+) and families required
- Demonstrated strong coaching and mentoring skills
- Fluency in spoken Chinese Cantonese and/or Mandarin required
- Proficiency with Microsoft Office tools, Google Suite applications
- Other qualifications for consideration will be:
  - Demonstrated strong interest in a nonprofit career in youth development
  - Values alignment with the organization, including commitment to its mission and goals and the issues of AAPI and immigrant youth and families and the local Chinatown community
  - Strong, effective verbal and written communication skills

- Ability to problem solve, offering ideas and suggestions while working with team members to overcome challenges
- Self-driven work ethic and resilience as demonstrated by exhibiting ownership of projects, taking initiative, and able to adapt to shifting priorities and needs of the organization
- Strong organizational skills with attention to detail and capacity to manage multiple projects and occasional high volume of work with efficiency and without sacrificing quality
- Positive attitude with ability to problem solve in the face of challenges and turn negative outcomes into learning opportunities
- Progressive mindset that constantly challenges oneself and others to do their best work
- Experience managing and mentoring others, including providing training, supervision, and feedback to team members in an inclusive and collaborative team environment that allows members to grow

**To apply:**

Please send a resume and cover letter to us via email at [careers@projectvisionchicago.org](mailto:careers@projectvisionchicago.org).