



5110 North Broadway, Chicago, IL 60640

Phone: (773) 728-3700

Fax: (773) 728-0497

www.hnvi.org

Community Care Program Case Manager

The Vietnamese Association of Illinois (VAI) is a state-wide organization serving thousands of diverse ethnic refugee and immigrant communities in the Chicagoland and DuPage County. Our mission is to foster unity and solidarity among Vietnamese people in Illinois. VAI has assisted in the resettlement of families, to apply for citizenship, build community, and increase civic engagement.

The Case Manager in the Community Care Program will be responsible for managing Homecare Aids (HCAs) and the care service for low-income and limited-English proficient seniors in VAI's Homecare program. The ideal candidate will exhibit characteristics of patience, kindness, and compassion, as well as being organized, collaborative, and able to problem-solve with a team and independently.

RESPONSIBILITIES:

- Supervise daily duties of HCAs to ensure strict compliance of duties and responsibilities;
- Onboard new hires by processing application and any other documentation for work requirements;
- Coordinate and develop care plans through effective communication with clients and their families;
- Maintain superb recordkeeping of files for clients and HCAs, in accordance to Federal and State guidelines;
- Monitor care plan and conduct annual performance reviews, quarterly and semi-annual in-home visits with clients and HCAs;
- Reconcile issues in discrepancies of recordkeeping with Illinois State Case Coordinator Unit or Managed Care Organizations (MCOs);
- Resolve conflict and effectively facilitate relationships between HCAs and clients;
- Collaborate with VAI team members to lead trainings for HCAs, on a quarterly or as-needed basis;
- Provide outreach to inform community members about the program and recruit and enroll people interested in becoming HCAs or clients;
- Support VAI in annual community events and participate in all staff activities.

QUALIFICATIONS

- Ability to use effective and engaging communication to
- Excellent organizational and project management skills in a community setting
- Ability to prioritize and manage multiple responsibilities, attention to detail, and need for confidentiality in management;
- Demonstrated ability to work independently and collaboratively in a fast-paced environment and across different departments
- Experience working with diverse groups of people; cultural awareness training preferred;
- Strong skills with Microsoft suite package: Outlook, SharePoint, Word, Excel, PowerPoint, etc.
- Experience in social services, education, counseling, or related fields preferred.
- Proficiency in speaking English and Vietnamese or Arabic strongly preferred.



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Job Type: Full-time salaried position with benefits package. Candidate must have the ability and willingness to work irregular hours, including evenings and weekends to attend meetings, trainings, and events, on occasion and as needed. Starting salary is \$41,000.

If interested, please submit a cover letter, writing sample, resume, and three references to InfoVAI@hnvi.org with “CCP Case Manager [Name]” in the email subject line.

VAI is an equal opportunity employer committed to fostering a diverse and equitable environment. VAI does not discriminate on the basis of race, color, national origin, sex, gender identity, religion, sexual orientation, age, disability, parental status, veteran status, or any other protected status under applicable laws. We encourage individuals of all backgrounds to apply.