

Job Announcement: Community Resource Lead

Job Description and Responsibilities

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. Since its founding, VAI has assisted in the resettlement of families, to apply for citizenship, build community, and increase civic engagement.

The Community Support Lead will support the organization's immigration and public benefits services from VAI's Chicago or Dupage office. They will be responsible for helping clients address a variety of issues around immigration and navigating public assistance.

Responsibilities:

- Assist clients in applying for and accessing public programs and conduct case services through one-on-one meetings with community members to determine their needs;
- Maintain accurate and up-to-date physical and electronic files and detailed case notes;
- Provide referrals and assistance to access health and welfare programs for individuals, regardless of immigration status;
- Conduct outreach activities, including workshop and informational sessions regarding VAI's immigration and community services to immigrant communities and distribute information related to program activities through pamphlets, social media posts, website, and other platforms;
- Manage cases, including but not limited to mediating with the Illinois Department of Human Services (IDHS) as needed to ensure continued benefits for clients;
- Provide interpretation and translation services for clients, as needed;
- Meet all case reporting requirements within established timelines and standards, and contribute to completion of other reports, as needed;
- Attend trainings and workshops, in order to keep up-to-date with changing regulations and availability of community resources and in support of strategic and coalitional partnerships;
- Perform other related duties and responsibilities as assigned and needed by the organization;

Qualifications:

- Excellent analytical, organizational, and project management skills, and ability to multitask effectively;
- Excellent writing and communication skills with experiences in direct client services and experience in public speaking and presentation;
- Experience in direct services and facilitating conversations with diverse groups of people;
- Ability to communicate and build relationships effectively with community members and with a high degree of excellence to service;
- Ability to work collaboratively with a highly diverse group of mission-driven staff with a range of substantive experiences and expertise;
- Ability to lead and work independently and in collaboration with community advocates and community-based organizations;
- Highly motivated and self-starting;
- Strong skills with Microsoft Office and general computer literacy skills;



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- Foreign language fluency strongly preferred, particularly Vietnamese;
- Experience with Salesforce or other forms of case management software is a plus.

Job Type: Full-time salaried position, \$40-42k, with benefits package

If interested, please submit a cover letter, writing sample, resume, and three references to j.arellano@hnvi.org with “Community Resource Lead [Name]” in the email subject line.

VAI is an equal opportunity employer committed to fostering a diverse and equitable environment. VAI does not discriminate based on race, creed, 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.