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**Job Announcement: Community Support 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:**

- Provide legal support and representation for individuals on immigration matters and in applying for immigration relief and legal status;
- Conduct intake, provide eligibility determinations, and advise clients accordingly through clear and effective communication with clients;
- Assess client needs to determine appropriate services, including directing them to in-house programs or external referrals;
- Maintain accurate and up-to-date physical and electronic files and detailed case notes;
- Identify community members in need of crisis assistance and provide necessary services, resources, or referrals;
- Assist clients in accessing public aid programs and services through one-on-one meetings and ongoing support;
- Manage cases and coordinate with public aid agencies, including but not limited to mediating with the Illinois Department of Human Services (IDHS) as needed;
- Provide interpretation and translation services for clients, as needed.
- Maintain continuing legal education by attending trainings and workshops to stay current on changing regulations, immigration laws, and community resources that pertain to VAI's scope of services;
- Meet all case reporting requirements within established timelines and standards, and contribute to completion of other reports, as needed;
- Represent the organization and collaborate with community organizations in various coalitions;
- 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;
- 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 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 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;
- Vietnamese language proficiency required; additional fluency in Arabic, Amharic, Burmese, Tigrinya, Khmer, Mandarin, or French strongly preferred;
- Experience with Salesforce or other forms of case management software is a plus.

**Job Type:** Full-time salaried position, **\$57,000**, with benefits package

If interested, please submit a cover letter, writing sample, resume, and three references to [minh.nguyen@hnvi.org](mailto:minh.nguyen@hnvi.org) with “Community Support 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.*