

Job Announcement: Home Care Program Manager

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 Home Care Program Manager is responsible for leading the program and its team members by refining and implementing best practices to increase efficiency, consistency and compliance of VAI's Home Care Services. This role requires a deep understanding of relationship dynamics, strong process development and adherence, and proven expertise in program and project management. The Manager will work closely with the Program Director and leadership team of the organization. This role also requires occasional onsite support at our DuPage site office located in Carol Stream, IL.

Responsibilities:

- Oversee management, supervision and direct reporting of 6-8 team members that will require varied levels of program management support;
- Plan, estimate, and control program costs, including resource planning, to ensure programs and services are delivered on time and within budget;
- Identify and manage program resource needs and goals - strategies, staffing, scheduling, issue resolution, contingency plans, communication plans, and change control;
- Track and report on program risks, progress, issues, and milestones; provide status reports to leadership, management, project teams, and other project stakeholders;
- Provide program management coaching and mentoring to direct team members;
- Strategize, implement, and maintain program initiatives that adhere to organizational objectives;
- Work closely with direct team members to plan and develop scope, case load, required resources, work plan, budget, and timing for new initiatives;
- Develop and implement an internal case management system to efficiently record and track caseloads;

- Develop and manage budget for projects and be accountable for delivering against established program goals/objectives;
- Analyze, evaluate, and overcome program risks, and produce program reports for management and stakeholders;
- Manage and maintain compliance for various contracts with the Illinois Department on Aging (IDOA), Care Coordination Units (CCUs) and Managed Care Organizations (MCOs);
- Participate in program-related site visits and helping to steward relationships with key stakeholders of IDOA, CCUs and MCOs;
- Contribute to regular department meetings, all-staff meetings, and leadership meetings;
- Represent the organization and collaborate with community partners in various relevant coalition spaces and external events as assigned;
- Additional responsibilities may be needed and will be discussed and assigned.

Qualifications:

- Minimum 2-3 years of broad experience in management within community-based organizations with relevant prior experience in case management, knowledge of senior care is a plus;
- Strong background utilizing and/or implementing case management systems and databases;
- Excellent writing and communication skills with strong research skills;
- Excellent analytical, organizational, and project management skills;
- Excellent conflict-resolution skills with ability to mediate and reach mutual understanding in a community setting;
- Ability to prioritize and manage multiple tasks with accuracy, attention to detail and confidentiality;
- Experience working in professional settings with diverse groups of people;
- Strong skills with Microsoft Office and Office 365 Suite;
- Bachelor's degree preferred;
- *Strongly preferred: Proficiency in English and Vietnamese (oral and written);*
- *Strongly recommended: Access to vehicle transportation.*

Job Type: Full-time salaried position, **\$85,000**, with benefits package. Position operates on a 4-day workweek and hybrid telework and in-office schedule.



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If interested, please submit a cover letter, writing sample, resume, and three references to j.arellano@hnvi.org with "Home Care Program 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 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.