

Job Announcement: Community Resource Lead (CRL)*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 Resource Lead (CRL) provides direct support and services to immigrant individuals and families by helping them access public benefits, navigate available resources, and connect with critical community services. This position provides ongoing support to clients through intake, benefits application assistance, referrals, and community outreach activities. The CRL plays an important role in reducing barriers to accessing public assistance, increasing awareness of available resources, strengthening community engagement, and supporting individuals and families in achieving self-sufficiency.

Responsibilities:

- Assist clients to access public assistance programs, including federal, state, and local benefit programs, through case management, advocacy, and follow-up services;
- Assess client needs and coordinate internal and/or external referrals;
- Provide information and guidance to clients regarding application requirements, supporting documents, and timelines through clear & culturally responsive communication;
- Manage client service cases and maintain regular communication with clients to ensure continuity of services and timely resolution of issues;
- Coordinate with public assistance agencies, including the Social Security Administration (SSA), Illinois Department of Human Services (IDHS), and Illinois Department of Healthcare and Family Services (HFS), to address benefit-related concerns and support continued access to services;
- Identify community members in need of crisis intervention and connect them with appropriate crisis assistance, resources, and referrals;
- Conduct outreach activities, workshops, and informational sessions regarding immigration services, public benefits, and available community resources;
- Represent VAI in community coalitions and collaborative initiatives to strengthen service delivery and community engagement;
- Provide interpretation and translation support for clients, community outreach activities, and program services, as needed;
- Coordinate and lead the development and distribution of outreach materials, including flyers, social media content, and other program communications;
- Maintain accurate and up-to-date physical and electronic client records, including case notes, supporting documentation, correspondence, and service records.
- Track case deadlines, outcomes, and service activities to ensure timely follow-up and compliance with program and organizational requirements.
- Support program and grant reporting requirements within established timelines and standards;
- Stay current on public benefits policies, procedures, and best practices through trainings, workshops, and professional development opportunities.
- Perform other related duties and responsibilities as assigned and needed by the organization.

Qualifications:

- Excellent analytical, organizational, time management, and multi-tasking skills;
- Strong attention to detail, including ability to maintain accurate data and documentation;
- Excellent written and verbal communication skills, including experience working with individuals from diverse cultural and linguistic backgrounds;
- Experience providing direct services, conducting client intakes, facilitating workshops or presentations, and engaging in group discussions;
- Ability to communicate and build relationships effectively with community members, partner organizations, public agencies, and other stakeholders with a high degree of excellence to service;
- Strong cultural competency and inclusive leadership, including welcoming and respecting individuals of all cultural and racial backgrounds, identities and abilities;
- Ability to exercise sound judgement, maintain confidentiality, and respond professionally to sensitive or complex client situations;
- Highly motivated, self-directed, adaptable, and committed to continuous learning and professional development;
- Proficiency in Microsoft Office and general computer literacy; experience with Salesforce or other case management software preferred;
- Foreign language fluency in Vietnamese required; fluency in additional languages strongly preferred, particularly Spanish, Arabic, Amharic, Burmese, Tigrinya, Khmer, Mandarin, and French;
- Experience working in a non-profit, legal aid, or community-based organization preferred;
- Demonstrated commitment to advancing access to justice, immigrant rights, and culturally responsive support services for underserved communities.

Job Type: Full-time salaried position, **\$55,000**, with benefits package

If interested, please submit a cover letter, writing sample, resume, and three references to minh.nguyen@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.