

# The Ethiopian Community Association of Chicago, Inc.

## **JOB VACCANCY ANNOUNCEMNET FOR IMMEDIATE HIRE**

ECAC is pleased to announce a job vacancy for the following position and intends to fill the position as soon as possible. Eligible candidates are strongly encouraged to apply for the position. Please, see the details of the position, job requirements, application submission and review process.

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### **JOB DESCRIPTION**

**Position Title:** Preferred Communities (PC) Program Case Manager

**Reports to:** Director of Programs & Operations

#### **POSTION OVERVIEW:**

Under the supervision of the Director of Programs & Operations, the **PC Case Manager** conducts intensive case management, supervision, and evaluation of program service activities of the Preferred Communities (PC) program to meet the agency's goal and in accordance with the requirements of the ORR PC Program Guidelines and ECDC/ECAC Subcontract Agreement. The case manager provides **critical support in developing, cultivating, and maintaining** professional relationship with ECAC clients, third party service providers, consortium networks, social service agencies, government offices, ECDC HQ staff, ECAC staff, volunteers and community members; assists and guides PC case Assistant and PC volunteers in execution of delegated tasks, supervision and ensuring of effective execution of program responsibilities to case workers as needed.

As integral part of the duties, the PC Case Manager:

- Sets Monthly, Quarterly & Annual Performance Objectives/Goals and submits for review and approval by Program Director;
- Develops Outreach plans and assists PC program staff to develop such plans as needed;
- Develops and executes approaches, methods for implementation & follow up;
- Develops program assessment and evaluation measures and performance metrics;

#### **POSITION RESPONSIBILITIES**

1. Coordinate, supervise and implement Intensive Case Management (ICM) services to vulnerable refugees enrolled in the PC program. This includes developing systematic and predictable advance planning and implementation of PC services for clients; Organizing and arranging for staff & volunteers to outreach and recruit the refugees; approving client enrollment and intake, conducting specialized need assessment, cultural adjustment support; referral services for healthcare needs, English language instruction and employment services, addressing critical necessities; supportive services with public assistance and SSI offices if necessary; additional in-depth orientation; and ongoing intensive case management, counseling, and follow up services for the duration of the program period.
2. Prepare and submit program reports to the *Director of Programs & Operations* and to ECDC in a timely manner as needed. As needed, *train, delegate, deploy, and supervise* PC Case Assistant to assist with the required reports.
3. Maintain PC Client Case Files for enrolled clients and ensure that all relevant client information, forms and case notes are accurately, confidentially and timely entered in the agency database and paper files.

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Maintain up-to-date and accurate client and service information and data in ECAC Database for PC Program. Responsible for completing all necessary PC forms, case recordings, and statistical reports accurately and in a timely fashion.

4. Continuously strive to be up to date and clearly understand the PC Program policies; and new changes in the policies, agreements, and guidelines.
5. Assist in Conducting Weekly Meetings for staff to prioritize, plan and coordinate weekly tasks, provide guidance and weekly follow up on program activities; and identify and resolve problems. Attend all program meetings including ECDC Conference Calls, ECAC staff meetings, and other external meetings to advance program and operational priorities.
6. Closely work with R&P, employment, job development and training, and ESL programs by sharing and updating client information and making timely and proper internal client referrals to help those PC clients.
7. Assess clients' needs for cultural adjustment, counseling, health orientation and education, and immigration services; and provide referrals to internal and external supportive services as needed.
8. Attend and complete ECDC Online Database training and assist with client data entry as needed. Attend ECDC National Training at ECDC headquarters as required.
9. Participate and assist during ECAC's program audit and monitoring by ECDC, ORR, as needed.
10. Update the Program Supervisor with progress and any challenges that have bearing on PC services. Assist in submitting monthly, quarterly, semi-annual, and other required reports. Prepare and submit timely reports on *special cases* that need the attention of government offices.
11. Continue professional development by active participation in regular monthly staff meetings, in-house training, and conferences.
12. Foster team-work, staff motivation and cooperative environment; identify and assess stressful situations and suggest solutions to minimize staff burnout.
13. Perform additional tasks as assigned.

### REQUIRED QUALIFICATIONS & EXPERIENCE

- A minimum of a U.S. or an equivalent of a baccalaureate degree (Bachelor of Arts) in Social work WITH a combination of demonstrable background of progressively responsible relevant work experience (including extensive case management service experience and working with refugees, immigrants or other low-income population groups).
- At least 1-year customer service or US professional office experience is a minimum requirement. A **Master's degree in Social Work** with relevant experience of case management services is preferred.
- Possession of additional foreign language skills is a plus.
- The incumbent in this position is required to have knowledge and familiarity with the refugee resettlement process. Practical experience of working in refugee resettlement service; and a sound and current knowledge, understanding and application of the U.S. refugee program operational guidelines in a localized context is a plus. It also requires commitment to working with clients from a variety of religious, national and ethnic backgrounds.
- Possession of proven computer skills of using *Microsoft Excel* and *Word* is required. Skill of *Access* and other advanced database tools and applications is a plus. Ability to enter, organize and analyze data is strongly preferred. The position requires frequent written communication, preparing and submitting various reports and hence *excellent communication skills* both verbal and written are absolutely required.

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- Additional Foreign Languages, such as Arabic, Nepali, or others is strongly preferred.
- Only those authorized to work in the U.S. can apply.
- Background check is required.

### POSITION CLASSIFICATION

- ECAC expects this position to begin as soon as possible or by October 1, 2018.
- This is a **full-time**, salary-based position. Salary is negotiable in the range of \$30,000 - \$33,000 per year based on relevant experience & qualifications, PLUS health insurance benefits.
- This is a grant-funded position, with the possibility of extension based on future grants.
- ECAC will conduct a background check and drug test as a condition of hire.
- All applicants must submit copies of documentation showing authorization to work in the United States (such as copies of U.S. passport copy, State ID/License, Green Card, or other similar acceptable documentation).
- Applications will be considered beginning on **September 10, 2018** until the position is filled.
- Applicants must submit the following to be considered: (1) cover letter; (2) **resume** along with academic and experience credentials, including copies proof of degree completion, transcripts and employer and volunteer service references. Please, address the Cover letter to the **Executive Director, Aklilu Adeye**, and send all of the requested application items to **ecac@ecachicago.org**.
- Applicants who prefer to submit their applications in-person may drop off applications in sealed envelope at ECAC office at **5800 N. Lincoln Avenue, Ste. #A, Chicago, IL 60659**.
- Only those qualified will be contacted for interviews. No phone calls please.

\*ECAC is an Affirmative Action and Equal Employment Opportunity Employer. ECAC prohibits discrimination in its hiring practices and in all its programs and activities based on race, color, national origin, gender, religion, age, sexual orientation, disability and political beliefs.