



Public Benefits Case Manager Job Description

IAC Mission: The Indo American Center (IAC) addresses the needs of South Asian immigrants as well as people from more than thirty countries around the world. IAC provides services that facilitate their adjustment, integration, and friendship with the wider society, nurture their sense of community, and foster an appreciation for the diversity of culture and heritage.

Job Summary: The Public Benefits Case Manager will be responsible for the following:

1. All Kids, Social Security, Food Stamps, CTA Free Bus pass for Seniors, Housing, Unemployment, Covid Emergency Funds, Rental assistance etc.
2. Assisting clients with translation/interpretation of forms and procedures at IAC, as well as at State and Federal Public Assistance offices.
3. Responsible for intake, analysis, and preparation of the cases for all benefits and other claims with the Department of Human Services; diligently following-up these cases.
4. Maintaining updated records and data, helping with preparation of monthly/quarterly reports to grantors/Government departments.
5. Collaborating with other organizations on similar projects.
6. Any other work in connection with the Benefits and Outreach program that may be allotted by the Public Benefit Manager/ Executive Director.

Status: Full-Time Position Salary: \$36,000

DUTIES AND RESPONSIBILITIES:

Administrative Tasks:

- Perform administrative duties including answering phones, taking and delivering messages, processing incoming and outgoing mail, making copies, filing records and assisting members of the public;
- Enter data into and update online database Apricot and Salesforce of client information;
- Attend to clients' questions regarding case status or program services via phone, email, or in-person;
- Follow up on pending case work and maintain communication with clients via phone, email, or mail regarding missing information and/or documentation necessary for submission of application, follow up process of Renewals;
- Follow up on pending case work and maintain communication with clients via phone, email, or mail regarding missing documentation necessary for submission of application/approval;
- Manage documents and files;
- Regularly attend Public Benefits training as needed;
- Other duties as requested.

QUALIFICATIONS AND EXPERIENCE

The Public Benefits Case Manager will have at least one year of professional experience.

- Excellent communication skills in English and Hindi required;
- Previous Public Benefit experience preferred;
- Solution-oriented mindset, with a willingness to take initiative while juggling several priorities;
- Desire and ability to work independently, but also to perform in a team environment;
- Ability to maintain confidentiality;
- Ability to stay organized and prioritize a high volume workload;
- Demonstrated commitment to social justice and sensitivity to challenges of the immigrant community;
- Able to work from home via computer, phone etc.

IAC is an equal opportunity employer. IAC offers competitive benefits including health, dental, and life insurance, flexible schedule, and generous PTO. Please forward resume, cover letter, and list of three professional references. Interested applicants should submit to: Human Resources at jobs@indoamerican.org

Deadline for Submission: July 31, 2021