



## **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

Under the supervision of the **Benefits Program Manager**, the **Case Manager** will be responsible for the following:

#### **Summary:**

1. Assist low-income clients secure public aid/benefits for Medicaid, Medicare, All Kids, Social Security, Food Stamps, CTA Free Bus pass for Seniors, Housing, Unemployment, Covid Emergency Funds, Rental assistance etc.
2. Assist 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 from start to finish.
4. Maintain updated records and data, helping with preparation of monthly/quarterly reports to grantors/Government departments.
5. Collaborate with other organizations on similar projects.

**Status:** Full time Position Salary: Range commensurate with experience \$36,000-- \$46,000

#### **Responsibilities:**

- 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;
- Maintain participant and project data, document student progress and outcomes. Upload report in a timely manner such as entering data into and update online database Apricot and Salesforce;
- 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;
- Manage documents and files;
- Regularly attend Public Benefits trainings, program and staff meetings as needed;
- Attend program and staff meetings and training.
- Assist with outreach and education.
- Work with program staff to evaluate programs, identify needs, and implement new services.
- Other duties as requested.



### **Qualifications**

- At least one year of successful experience as a case manager, preferably in public benefits;
- Excellent communication skills in English and Hindi required;
- Solution-oriented mindset, with a willingness to take initiative;
- Desire and ability to work independently, but also to perform in a team environment;
- Ability to maintain confidentiality;
- Computer skills including database, spreadsheet, word processing and email.
- Ability to stay organized and prioritize;
- Demonstrated commitment to social justice and sensitivity to challenges of the immigrant community;
- Ability to work effectively with diverse program participants and staff;
- Respect for others' experiences, opinions, language, values, culture, and knowledge;
- Able to work from home via computer, phone etc.
- Bachelor's Degree or commensurate experience.

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

**Deadline for Submission: November 30, 2021**