

University YMCA
New American Welcome Center

POSITION TITLE: Case Worker Specialist
POSITION CLASSIFICATION: Full-time Exempt
SUPERVISORY RELATIONSHIP: Immigrant Family Services Manager

UNIVERSITY YMCA & NEW AMERICAN WELCOME CENTER (NAWC)

The University YMCA, founded in 1873, develops campus and community leaders committed to social justice, environmental protection, interfaith cooperation and global engagement by fostering dialogue, reflection and action. The Y established the New American Welcome Center in 2017 to co-create a community where all immigrants can thrive and flourish by engaging local institutions and mobilizing community resources to ensure equitable access to services, economic opportunity, and meaningful belonging.

JOB DESCRIPTION

The University YMCA seeks a mission-driven professional to provide English and Spanish case management services for the New American Welcome Center's Immigrant Helpline. The bilingual Case Worker Specialist will be responsible for providing public benefits application assistance, referrals, and follow up to helpline clients. They will work closely with the Immigrant Family Services Manager and the helpline team to ensure continuity of services and goal achievement for clients.

WAGE & BENEFITS

This is an at-will, full-time position at 37.5 hours per week. The salary range for this position is \$40,532 to \$45,036, negotiable and commensurate with experience. A generous benefits package is available, including health insurance, retirement savings options, paid leave, and more. Additional details available upon request. This is a grant-funded position through June 30, 2027. While long-term continuation is expected, all NAWC positions are dependent on available grant funding and satisfactory job performance.

REQUIREMENTS

- A bachelor's degree or equivalent work experience is preferred.
- Bilingual in English and Spanish.
- Ability to work a flexible schedule at times, including some evenings and weekends.
- Valid driver's license, good driving record and access to a reliable vehicle required.
- Technical proficiency in all Microsoft Office applications and Google Suite.
- Experience using Adobe, Canva, Facebook, Salesforce, Slack and WhatsApp.
- Organize events to disseminate vital information for the community.

JOB DUTIES & RESPONSIBILITIES

- Assist clients by filling out public benefits applications and facilitating follow-up with the Illinois Department of Human Services
- Conduct case management and referrals for English-speaking and Spanish-speaking NAWC Immigrant Helpline clients
- Create action plans directly with clients for the goals that they would like to achieve
- Work with other members of the helpline and NAWC to provide continuity of service for all clients
- Track client data accurately and precisely with attention to detail
- Stay up to date with policy and program changes affecting state public benefits

ESSENTIAL KNOWLEDGE & SKILLS

- Strong commitment to the enfranchisement and empowerment of immigrant communities
- Ability to work with people across diverse personalities, lifestyles, cultures, political orientations, and faiths
- Impeccable integrity, positive attitude, mission-driven, and self-directed

HOW TO APPLY

Interested applicants should send a cover letter, a current resume, and three references to welcome@universityymca.org. Interviews will be conducted on a rolling basis until the position is filled.

STATEMENT OF EQUAL OPPORTUNITY

The University YMCA is committed to equal opportunity for the employment and advancement of an inclusive and diverse staff. The University YMCA will not engage in any discrimination or harassment against any person because of race, color, religion, religious preference or opinion, sex (including pregnancy), gender identity, national origin, ancestry, age, family responsibilities, marital status, disability, sexual orientation, personal appearance, political affiliation, unfavorable discharge from the military, status as a veteran of

military service, prior arrest or conviction record, source of income, or any other discrimination based on categorizing or classifying a person which is not based upon factual data about the persons or group and is not related to the purpose for which it used.