

TITLE: Client Intake Specialist
JOB STATUS: Full-Time, Non-exempt
REPORTS TO: Social Service Manager



About Us

Chinese Mutual Aid Association (CMAA) is a fast-paced, community-based, 501(c)(3) nonprofit organization, dedicated to fostering the integration of the low-income, Pan-Asian immigrant and refugee community into the United States. Established in 1981, CMAA has been a cornerstone of the Uptown community, providing programming for generations of low-income youth, adults, and senior citizens. We offer direct services, including: afterschool & youth mentorship programming, job training & placement, elder care services, and social services such as citizenship & housing services.

CMAA became an Illinois Welcoming Center Program (IWC) in 2021 to operate as a one-stop human services center that helps the immigrants and refugees navigate state services and coordinate those state services with non-profit community social services.

Job Description

Centralized case worker who will complete comprehensive intake with new or returning CMAA clients in order to holistically determine client's needs; create client service plan; and streamline case management services and referrals for the agency. *This is a fully in person position unless there are some changes in the future.*

Essential Functions & Responsibilities

The successful candidate will handle a wide variety of tasks for the organization, such as the following:

- Conducts one on one intake and needs assessment for all the walk-in or appointment based clients utilizing the CMAA central client intake form.
- Carries out need assessment for new clients during CMAA outreach activities.
- Creates an individual service plan for the client on the basis of intake and needs assessment.
- Inputs the intake form in the Salesforce and keeps track of the IWC metrics.
- Resolve any internal or external queries regarding IWC case management and referrals.
- Makes referrals to internal CMAA programs and external partner agencies.
- Provides step by step guidance for the client on where and how to receive the necessary services.
- Keeps the IWC services list updated and provides direct services/ case management to the clients that can be counted under the IWC reporting.
- Follow up on the outbound referrals and ensure the case is resolved.
- Assists the outreach specialist to do the monthly reporting for IWC.

Qualifications

- 2-3 years of experience working as a front line social service staff with immigrant and refugee populations.
- Language capabilities in one or more Asian languages.
- Experience working with CRMs, preferably Salesforce.
- Knowledgeable about public benefits, state services and social service agencies in the Chicagoland area.

Application Process: Interested candidates should send a cover letter and résumé to madeleinea@chinesemutualaid.org. In the subject line of the email please title it, "Client Intake Specialist." In the body of the email, please include where you saw or heard about the job opening.

Chinese Mutual Aid Association is an equal opportunity employer.