

CASE MANAGER

Haitian Congress to Fortify Haiti – Evanston, IL Part-time

About Haitian Congress

Haitian Congress to Fortify Haiti is a community-based organization dedicated to supporting immigrant individuals through advocacy, direct services, and culturally responsive programming. We are seeking a compassionate, organized, and mission-driven **Case Manager fluent in Haitian Creole** to join our team and provide essential support to clients navigating complex immigration issues, housing instability, social services, and community resources. This position requires strong interpersonal skills, cultural sensitivity, and the ability to manage multiple responsibilities in a fast-paced environment.

Key Responsibilities

Client Intake & Front Desk Support:

- Conduct intake for new and returning clients seeking services.
- Provide front desk support for walk-in clients and maintain a welcoming environment.
- Answer and direct incoming calls, take messages, and ensure timely follow-up.
- Maintain accurate, confidential client records (physical and electronic).
- Document all client interactions and service activities in Salesforce.

Case Management & Counseling

- Provide case management and counseling to clients at risk of homelessness.
- Refer clients to shelters, housing programs, and emergency resources.
- Assist clients with applications for social services, public benefits, employment programs, and other community resources.
- Support job readiness efforts, including resume preparation, job search assistance, and interview coaching.
- Refer clients to immigration workshops and community education sessions.
- Coordinate with external agencies to secure additional support services.

Program & Administrative Support

- Assist with scheduling and calendar management for office staff.
- Support data entry, documentation, and preparation of service-related reports.
- Uphold strict confidentiality and adhere to organizational policies and professional conduct standards.
- Provide general support to the Program Director and team members as needed.
- Contribute to the delivery of social service referrals aligned with the organization's mission.

Qualifications

- Fluency in Haitian Creole required.
- Experience in case management, social services, counseling, or related fields preferred.
- Strong communication, interpersonal, and organizational skills.
- Ability to work effectively with immigrant communities and individuals experiencing housing insecurity.
- Commitment to professionalism, confidentiality, and culturally responsive service delivery.

How to Apply

Interested candidates should submit a résumé and brief cover letter to:

haitiancongress@rocketmail.com, ATTENTION: Ms. Aline Lauture, Executive Director.