



# COVID-19 Immigrant Family Support Project

*A partnership between the Illinois Department of Human Services and the Illinois Coalition for Immigrant and Refugee Rights.*

## Position Announcement

### **Title: Program Coordinator - Expedited & Referral Support Immigrant Family Support Project with Illinois Coalition for Immigrant and Refugee Rights**

The IFSP Program Coordinator plays an important role on the IFSP Administrative Team, managing and supporting partners with client services, assisting with public outreach as needed, and helping plan for successful implementation of the program. **The specific responsibilities for this position include:**

#### Expedited Application Adjudication

- Work with IFSP Team Member to adjudicate Expedited Applications for IFSP including reviewing application details and supporting documentation to ensure they meet the program eligibility guidelines
- Contact Expedited applicants with insufficient documentation for additional screening as needed over the phone, may include coordinating with an interpreter to speak to applicants
- Follow up with partner organizations to coordinate communication with applicants and update about application determinations and card ordering
- Order Expedited IFSP cards via card ordering system and track card distribution via Salesforce

#### Referral Coordination:

- Screen IFSP Referral inquiries and work with IFSP Program Coordinators to arrange referral follow up with Partner Organizations.
- Take leadership on public outreach activities including:
  - Working with ICIRR team members on planning and executing social media and traditional media outreach
  - Respond to inquiries about IFSP via Facebook and the [covidfund@icirr.org](mailto:covidfund@icirr.org) email account
  - Attending outreach events
  - Reaching out to local elected officials and partners about the program

#### IFSP Administrative Team Membership:

- Participate in weekly IFSP Administrative Team Meetings
- Work to anticipate problems, and think creatively and share ideas with the team and ICIRR partners to confront problems as they arise

In Fiscal Year 2024, starting July 1, 2023, the role may also include Partner Organization Coordination, including:

- Serve as the main point of contact with assigned partner organizations – keeping them informed about the program, answering questions, and problem solving
- Assist the IFSP director in the creation, dissemination and gathering of administrative documents including surveys, contracts, MOUs, invoices and other documents as needed
- Train partner organization staff members in the screening, application, and distribution processes, including assisting partners with accessing technological resources in order to administer IFSP effectively
- Create and send monthly reports to partner organizations
- Bring the concerns and lessons learned from partner organizations to the Administrative team for planning
- As needed, attend partner organization events for outreach, application, and distribution

Qualifications:

- Bilingual in English and Spanish required
- Comfortable working in G Suite, and using Excel and Google Spreadsheets
- Experience working with Salesforce not required but a major plus
- Case management experience not required but a major plus
- Successful applicants must be comfortable making phone calls and asking probing questions for screening purposes

Other information:

- Salary range is \$40,000 to \$50,000 depending on experience. Compensation package includes Health, Dental, Vision and Life Insurance
- Full-time position is primarily Remote/Work from Home, occasionally in-person events may occur, but infrequently.
- In order to communicate with clients, the job will require some hours each week outside of regular business hours.
- Reports to Immigrant Family Support Project Director

Qualified applicants should submit their resume to: [mfitzsimmons@icirr.org](mailto:mfitzsimmons@icirr.org). Please include Program Coordinator in the subject. No phone calls, please.

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