



JOB DESCRIPTION

Position: Social Service Coordinator

Department: Social Service Department

Employment Type: Full-time, Non-Exempt

Office Location: Chicago Office (5008 N Kedzie Ave Chicago, IL 60625)

Work Hours: 40 hours/week

Regular Work Schedule: 8:30 AM - 4:30 PM, Monday - Friday (one remote work day/week)

Wage Range: \$45,000 - \$48,000

Supervisor: Social Service Manager

OVERVIEW:

The Social Service Coordinator provides comprehensive program management and direct client services including delivering culturally and linguistically appropriate support to Korean-speaking older adults and immigrant families and individuals. The Coordinator offers individualized assistance with public benefits programs, conducts community outreach and education, and ensures accurate reporting, data management, and interagency collaboration. The Coordinator is also responsible for management and administration of the Violent Crime Victims Assistance (VCVA) Program across multiple Hanul office locations.

DUTIES AND RESPONSIBILITIES:

Violent Crime Victims Assistance (VCVA) Program

- Administer and oversee the VCVA Program across all office locations (Chicago, Mt. Prospect, and Lake County Office)
- Provide one-on-one assistance to Korean-speaking elderly victims, ensuring culturally and linguistically appropriate services
- Facilitate preventive workshops and educational seminars to identify and assist senior victims
- Conduct outreach and awareness initiatives through education, media, and social platforms
- Prepare and submit all required quarterly reports and annual program applications to the Illinois Attorney General's Office

Individual Assistance

- Stay current with up-to-date federal and state benefits assistance program changes or policies and share information with the social services team and other members of Hanul
- Provide individual assistance with federal and state benefits assistance programs such as Medicare, Medicaid, SNAP, LIHEAP, Benefit Access Program, prescription drug discount programs, senior tax freeze, subsidized senior housing, etc.
- Contact governmental agencies or other social service providers on behalf of the client for the purpose of making interagency referrals; provides linkages of clients to appropriate resources in accordance with specified referral procedures
- Keep records of assisted cases using programs required by funded agencies (IFRP, SNAP, SHIP, SMP, etc.) and Hanul Client Management System as well as the physical filing system
- Responsible for data entry and updates in assigned databases (Salesforce, STARS, AgingIS, Amplifund, etc.)
- Must attend training and workshops to stay up-to-date with public benefits information



한울 종합 복지관

Hanul Family Alliance

CHICAGO
5008 N. Kedzie Ave
Chicago, IL 60625
T: (773) 478-8851
F: (773) 478-8552

NORTH SUBURBS
1166 S. Elmhurst Rd
Mt. Prospect, IL 60056
T: (847) 439-5195
F: (847) 439-5197

LAKE COUNTY
300 Knightsbridge Pkwy Ste 125
Lincolnshire, IL 60069
T: (847) 393-7488
F: (847) 393-7517

Public Education and Outreach

- Promote programs and activities to increase awareness and participation
- Plan and coordinate outreach services at senior housings, faith-based organizations, and other community organizations
- Collaborate closely with other departments to ensure timely referrals and access to appropriate services for clients

Other

- Attend internal and external meetings and trainings to network and cultivate relationships with other service providers, funders and government agencies
- Participate in the agency's fundraising activities and events
- Assist in developing new senior and social programs and services for the Chicago and Mount Prospect Offices
- Travel may be required as needed

QUALIFICATIONS:

- Bachelor's degree in social work, gerontology or other human services field
- Experience in the field of senior services and/or nonprofit organization preferred
- Must be bilingual and have bi-cultural (Korean-English) knowledge
- Must have basic Microsoft Office skills (Word, Excel, PowerPoint, Publisher, etc)
- Working knowledge of governmental and non-governmental programs and community resources preferred
- Ability to develop, coordinate, and direct varied activities and events
- Ability to prioritize workload to effectively utilize time, volunteers, and facilities
- Must have a friendly disposition and caring attitude toward older adults
- Highly motivated, energetic, and confident in leadership skills
- Ability to establish and maintain working relationships with program participants, team members, supervisors, partner agencies, volunteers, and community stakeholders

BENEFITS:

- Paid Time-Offs
- Paid Holidays
- Birthday Vacation
- Group Health, Dental, & Vision Insurance
- 401K Retirement Plan
- Anniversary and Year-End Bonuses
- Free Staff Lunch (upon availability)

To Apply: Complete the [Employee Application Form](#) and follow the instructions on the form.

Hanul Family Alliance is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Feel free to contact us at career@hanulusa.org if you have any questions.