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## EMPLOYMENT/BENEFIT COORDINATOR

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**Summary of Position:** Provide direct employment services to participants and their families. Focus will be on securing employment opportunities and job placements by establishing relationships with area employers. Also, responsible for helping low-income individuals and households apply (and re-apply) for Social Security Income Benefits. In addition, will screen participants for other resources they may qualify for, including SNAP, TANF, and other external and internal income supports

**Position Type:** This position is nonexempt and reports to the Program Manager.

**Essential Functions:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The functions listed below are representative of the knowledge, skills and/or ability required for the position.

- Develop an individualized employment plan and strategies for achieving gainful employment with participants and members of their household.
- Assess levels of employability, job readiness, and other potential barriers to employment, such as mental health and/or substance abuse.
- Write, edit, update, and distribute cover letters and resumes.
- Provide career counseling and job coaching.
- Direct participants to additional resources and services that would enhance their marketability and background credentials.
- Connect, introduce, and advocate for present participants to potential employers.
- Maintain and update the program database, case notes, and resources.
- Develop and lead an internal training program for participants.
- Cultivate a pool of key employment partners who will prioritize program participants for job openings.
- Generate at least 10 viable employment interviews per month for participants through key employment partnerships, referrals, or other resources.
- Maintain an active list of job openings in order to match employment opportunities to participants.
- Monitor and document employment activity and retention for the first six months of employment.
- Attend all community-based activities as needed and appropriate outreach events (i.e. job fairs, and mental health/substance abuse treatment trainings).
- Interviews participants to determine eligibility for benefits and assists them with enrolling and navigating the SSA website for SS benefit programs. Helps gather requisite evidence from medical, community, and other sources to support benefits determinations by Disability Determination Services (DDS) of the SSA and any other state benefits.
- Assisting participants navigate the Illinois ABE website for SNAP, healthcare, or cash assistance enrollment process.
- Upholds the mission and values of VOA of Illinois at all times.

**Other Duties:** As assigned by supervisor.

**Work Environment:** Generally, this position operates in a professional office environment; however, this position may also require frequent travel in and around the community by utilizing a personal vehicle or other methods of transportation. The hours of work are generally Monday through Friday, 9:00 AM to 5:00 PM.

**Physical Demands:** Physical Demands are part of the essential functions of the position. The individual must be able to remain in a stationary position throughout the workday, operate a computer and other office productivity machinery, frequently communicate with clients and employees of VOA of IL, and others involved in the care and custody of clients. The individual must be able to move, traverse, and travel in the community in a vehicle, assist clients in and out of a vehicle, and transport clients in the community.

**Qualifications:**

- Experience in service management, including organizing, problem solving, and advocating.
- Experience and demonstrated proficiency/success in leveraging and working with community resources.
- Ability to communicate effectively and maintain good relations with clients and employees.
- Excellent communication, writing, problem solving, and organization skills.
- Individual must be a valid driver in the State of IL which includes having a current driver's license in good standing, access to a safe and reliable vehicle during all work hours and have adequate and current vehicle insurance.
- Proficient in Microsoft Office, especially spreadsheets, database and reporting tools.

**Education and Experience:**

This position requires a bachelor's degree in social services or related field from an accredited college or university and at least two years of experience in employment counseling, job development, and case management.

Volunteers of America of Illinois provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Reasonable accommodations are available and will be provided to qualified applicants and employees with disabilities. Generally, the individual with a disability must inform VOA of IL that an accommodation is needed.

**Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_