

Job Title: Intake & Case Manager – (HEART Grant)

Reports To: Project Director

Employment Type: 100% FTE

Location: Illinois (Hybrid: Remote and Onsite)

Position Summary:

The Intake & Case Manager supports the HEART HHS-ACF-OFA-ZB-0109 grant by managing the intake process, verifying participant eligibility, and providing case management services for couples enrolled in the program. This role plays a key part in ensuring participants are successfully onboarded, retained, and supported throughout their journey, while maintaining accurate data and compliance with grant requirements. Salary is \$47,000 per year per federal funding.

Key Responsibilities:

- Conduct intake interviews with participating couples to assess eligibility and gather required documentation.
- Maintain organized and confidential case files, ensuring accurate data entry into program databases.
- Serve as the main point of contact for participants regarding support services, appointment reminders, and referrals.
- Collaborate closely with facilitators, outreach teams, and the project director to promote participant engagement and retention.
- Track participant attendance, follow up on absences, and assist with overcoming barriers to program completion.
- Coordinate wraparound services or referrals to community resources as needed.
- Prepare and submit reports as required by program leadership and funders.
- Ensure all interactions and records are compliant with program policies and grant requirements.

Qualifications:

- Associate's or Bachelor's degree in Social Work, Human Services, Psychology, or related field preferred.
- At least 2 years of experience in case management, intake coordination, or client services.
- Strong communication and interpersonal skills; bilingual (English/Spanish) preferred.
- Detail-oriented with strong organizational and data management abilities.
- Culturally sensitive and experienced in working with diverse populations, including couples and families.
- Familiarity with CRM systems or data entry software is a plus.
- Have legal permanent residency or U.S. Citizenship (ie, proof of authorization to work in the U.S.)

Organizational Culture:

- Contribute to a healthy and supportive workplace culture aligned with Family Bridges' mission.
- Model professionalism, responsiveness, and encouragement in daily interactions.
- Acknowledge the Family Bridges Statement of Faith.

Compensation:

Salary is in line with federal grant budget guidelines. Benefits included following a probationary period. Position contingent on funding.