



# Chinese American Service League

2141 South Tan Court | Chicago, Illinois 60616 | 312.791.0418 | CASLservice.org

## EMPLOYMENT AT CASL

CASL is the largest, most comprehensive social service agency in the Midwest dedicated to serving the needs of Chinese Americans. For 40 years, we have welcomed all who walk through our doors regardless of backgrounds, lifestyles, and needs:

- Providing an educational and cultural foundation for our children
- Ensuring our seniors live full and independent lives with dignity
- Enhancing education and training for tomorrow's workforce
- Strengthening families while honoring cultural heritage
- Securing our community's housing and financial well-being

With more than 500 multilingual and multicultural professional and support staff — complemented by a team of over 250 dedicated volunteers — we offer our clients vital physical, economic, mental, and social support. Our \$13+ million budget — which includes generous contributions from individuals, foundations, and corporate donors — supports programming that primarily serves immigrants who often lack formal education, possess few transferable job skills, and know little of the new world around them. Since many of these individuals do not speak English and sometimes have no family or friends in the area, CASL becomes their instant family, friend, and teacher. With our support, CASL clients become thriving residents of the greater Chicago community, making valuable contributions as independent, productive members of society. In the words of one of those clients, “We had nothing but our dreams. The Chinese American Service League helped us realize them.”

## AVAILABLE POSITIONS

### Full Time

#### Adult Education Coordinator

Reporting to the Community and Family Well-being Manager, the Adult Education Coordinator position has overall responsibility for English language classes for adults. The Coordinator sets the curriculum, creates lesson plans, administers standardized testing and develops and implements formal and informal tests to monitor student progress. This position is also responsible for recruitment, attendance and the maintenance of student records, while managing the professional development and training of teachers to improve teaching skills and knowledge of immigration law. The Adult Education Coordinator also needs to provide orientation and training sessions to the newly hired staff members and volunteers, provide administrative support to the CFW Manager, and supervise English Language Instructors. Supervise English Language Instructors and monitors teaching quality: conduct monthly meeting with English Language Instructors and provide regular supervision to all English Language Instructors. Teach English language classes: provide direct instruction to adult English Language Learners in a classroom setting and help students improve English listening, speaking, writing, and reading skills. Follow the curriculum to develop culturally sensitive syllabi, lesson plans, and teaching materials: follow curriculum based on program goals and objectives and develop lesson plans and teaching materials for each level of ESL and citizenship classes on a weekly basis.



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*Minimum Requirement: Bachelor's degree in education, human services, or related fields. Five years of experience teaching adult education, two of which teaching ESL or citizenship to adults. Complete the "New Teacher Orientation," "Citizenship Basics," and "Administer the BEST Literacy Test" provided by the Adult Learning Resource Center within 6 months of employment. Excellent English reading, writing, and speaking skills. Ability to speak fluent Chinese (Cantonese and/or Mandarin) is a plus and with knowledge of Adult Basic Education and ESL instruction, theory, and practice.*

## **Community & Family Well-Being Department Manager (Bilingual Chinese/English)**

The Manager of Community and Family Well-Being Department reports to the Director of Program Services (DPS) and plans and administers programs for the Community and Family Well-Being Department.(S)he oversees the programs of Citizenship and Immigration Services (CIS), Wellness and Social Services (WSS), and Legal Clinic. Develop and administrate program operations in the Community and Family Well-Being Department and make sure that program operations are in compliant with government's, funder's and agency's policies. Monitor and evaluate program outcomes and service quality. Establish and oversee administrative procedures to meet objectives set by the senior management. Analyze proposed legislation, regulations, or rule changes to determine how programs could be impacted.

*Minimum Requirement: Bachelor's degree in Social Work, Public Health, Non-Profit Management or Human Services field from an accredited college or university. Master's degree preferred. At least FIVE years of experiences in a social service agency or related organization, including supervision and administration. Spoken and written knowledge of English and Chinese (Cantonese, Mandarin or Toishanese).Excellent English writing and speaking skills, and have knowledge in public benefits, citizenship and immigration issues, and community health.*

## **Community Linkage and Referral Specialist (Bilingual Chinese/English)**

The Community Linkage and Referral Specialist will provide referral and linkage assistance to patients discharging from Mercy Hospital. Upon referral by Mercy Hospital Staff and acceptance of the referral by the patient, the Community Linkage and Referral Specialist will screen patients' needs for community-based services, refer patients to Chinese American Services League (CASL) and other provider agencies as appropriate, and follow up on their referral status. The Community Linkage and Referral Specialist will liaise directly with Mercy Hospital's Manager of Community & Family Well-Being and perform outreach to build community partnerships that will facilitate necessary services and supports in the community. These duties are to be performed in a highly confidential manner, in accordance with the mission, values and behaviors of Mercy Hospital and Medical Center. The Community Linkage and Referral Specialist is further expected to provide a high quality care, service, and kindness toward all patients, staff, physicians, volunteers and guests. The Community Linkage and Referral Specialist will work with patients, the Chinese American Service League (CASL), other community organizations, medical staff and the study research team to ensure timely scheduling of patient appointments and encourage patients to attend ALL recommended screening and diagnostic tests deemed necessary. During this process, the Community Linkage and Referral Specialist will work to identify ANY personal or systemic barrier that may exist, contribute to or totally impede the patients' ability to follow through on such provider recommendations and



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follow-up care. Serve as a liaison between CASL and Mercy Hospital and work in cooperation with the Mercy and CASL staff to identify required services by assessing the overall needs of each patient prior to discharge.

Provide linkages with various community resources that support referral and linkage to community-based supportive services provided by CASL, and other essential community supports, and be available to meet and/or speak with patients at their convenience to discuss their discharge and deliver all aspects of linkage services including referral, provisional eligibility determination, assessment, and evaluation of patients' needs/services.

*Minimum Requirement: Bachelor's degree in Social Work, Public Health, Non-Profit Management or Human Services field from an accredited college or university. Master's degree preferred. At least two years of relevant work experience. Able to effectively communicate via written or verbally. With insurance knowledge along with referral required. Proficient in Cantonese, Mandarin, and English. Strong understanding of Social Determinants of Health framework and able to walk to various areas of the hospital and navigate a large volume of cancer patients. Ability to travel from site-to-site as needed.*

*Note: Individual will work at the Mercy Hospital & Medical Center at 2525 Michigan Avenue, Chicago, IL 60616.*

## **Co-Teacher**

The Co-Teacher reports to the Children Development Center (CDC) Coordinator and plans, implements and evaluates developmentally appropriate and culturally sensitive activities, especially in the language of Chinese, in a team-teaching setting for two to five year old pre-school children in accordance with different funding requirements. Based on the Educational Plan, plans, implements and evaluates developmentally and culturally appropriate classroom activities, especially in the language of Chinese, which meet the intellectual, physical, social, emotional, language, nutrition, health and safety needs of pre-school children. This includes lesson plans, daily schedules, room arrangement, and use of materials/methods. S(he) performs tasks required by all the funding sources, including doing ESI-R screening, and doing on-going authentic observation and assessment of each child's developmental needs, especially their native language development, and assisting Lead Teacher in maintaining individualized child educational files by collecting data, writing notes, for report completions. S(he) also participates in planning and implementing IEP's for all children in a team-setting.

*Minimum Requirement: Advanced Certificate or Associate's Degree in Early Childhood Education or related field. Minimum of two years' teaching experience in a setting with pre-school/primary grades. Chinese/English bilingual is preferred. Requires basic computer skills, e.g. word processing, Excel, internet, etc.*

## **Data Analyst**

The Program Analyst position provides support for producing critical information for Chinese American Service League (CASL)'s program planning and decision making using CASL's Salesforce Case Management system. Reporting to the Manager of Program Impact and Evaluation and working closely with CASL's leadership and staff, the Program Analyst will be an integral part in developing an integrated data system that seamlessly and securely connects our program impact data in order to generate powerful analytics and visuals so that staff



leadership above can make data-informed decisions to improve program outcomes. The Program Analyst will perform select database management duties at the direction of the Manager of Program Impact and Evaluation that require initiative, independent judgement, and knowledge of CASL's activities and staff responsibilities. Assist the Manager of Program Impact and Evaluation in overseeing the development and implementation of vision, policies, plans, procedures, and automated processes for CASL's Salesforce case management system. Along with maintaining the platform and provide support for integrated and aligned case management tools and assessments, user subscriptions and training. Establish a formal data request process for users that ensures information requests are tracked and completed in a timely manner. Conduct quality control measures and audits to ensure the reliability of data collection, system security and confidentiality is maintained by analyzing data and reports, isolating problems and addressing issues.

*Minimum Requirement: Bachelor's Degree in Business, or Computer Science or related field required with knowledge and experience in Salesforce or other database strongly preferred. 1-3 years' experience in Research and/or Program evaluation in Nonprofit organization required. Strong analytical and problem-solving skills. Excellent office suite software, including word processing, spreadsheet and communication applications.*

## **Director of Finance and Accounting**

CASL seeks a talented, energetic, and experienced CPA to lead CASL's Accounting and Finance Department. This is an exceptional opportunity for a candidate with non-profit and governmental service contract experience to lead the energetic Accounting and Finance team, maximize efficiencies, capitalize on technology, strengthen internal and external partnerships and champion CASL's asset, revenue and expense strategies. The individual will role model the core values of honesty, respect and responsibility, mentor the Accounting & Finance Team and work daily to develop personal and meaningful relationships with partners and team members. Monitors daily accounting activities, deadlines and proper methods. Oversees the completion of GATA/indirect cost rate calculations and applications for federal, state and local grants; the execution and completion of CASL's annual financial statement audit, tax form 990 and IL AG990 and grant/contract audits; the preparation of assigned financial reports, statements and statistics on agency financial operations for internal and external use, and the preparation and accuracy of contract billings of governmental agencies on government forms on a timely fashion, including interpretation of contract provisions. Ensures that his/her team works with the respective program managers to (a) monitor actual versus budget contract/grant variances on a monthly basis and make appropriate budget revisions recommendations, (b) monitor and adhere to deadlines for budgets, vouchers, final reports and amendments, and (c) ensure processes for the same are efficient, effective and comply with contract/grant requirements.

*Minimum Requirement: Bachelor degree in Accounting from an accredited college or university. CPA certificate. Minimum of ten years of experience in accounting and finance with five years of supervision experience. Experience in both public and non-profit accounting preferred. Proficient and experienced in Microsoft Office or Excel. MAS90 software or Enterprise accounting experience preferred. Proficient with Federal, State & local grants negotiations and reporting. Experience with earned revenue models.*



## **Home Visitor (Bilingual Chinese/English)**

The Home Visitor reports to the CYD Manager and provides enriching educational activities for children and families. S(he) assess children and families' educational needs, planning and implementing developmentally appropriate activities for both children and families. S(he) also does recruitment and community outreach to encourage children and families to join the program. Recruits families with children from birth to age 3 years old for the Prevention Initiative program. Plan and implements biweekly home visiting program; this includes but not limited to intake assessment, goal setting, planning, regular family visiting, parent counseling and referrals using the Baby Talk curriculum. Document visits, case notes, screenings, Individual Family Service Plan (IFSP) goals into Child Online Protection Act (COPA) and Salesforce, as appropriate.

*Minimum Requirement: Bachelor degree in Social Work and with a minimum of two years work-related experience in health, social service and/or early childhood education fields. Achievement of Gateways Family Specialist Credential Level 5. Knowledge of child development and strong written and verbal communication skills are required. Ability to speak, write, and read Chinese is required. Requires an access to a vehicle & IL Driver's License.*

## **Housing Counselor I (Bilingual Chinese/English)**

Reporting to the Employment and Financial Empowerment Department Manager, the Housing Counselor I is responsible for housing and financial literacy programs and related services. (S)he provides counseling, maintains case notes and client records, outreaches to and educates community groups, and conducts workshops/seminars on housing and financial topics. (S)he also takes essential trainings to support HUD housing counseling programs. Organizes, implements, and conducts pre-purchase, post-purchase, rental, foreclosure prevention and/or financial education workshops; prepares related bilingual workshop materials. Establishes contacts with community partners and other resources to collaborate on conduction of housing workshops/seminars, and develops seminar schedules with Department Manager for the coming year. Designs bilingual flyers and write PSAs to promote the housing and/or financial education workshops and counseling services through bilingual newspapers, televisions etc., and outreach to local community entities and others involved in home-ownership and foreclosure prevention.

*Minimum Requirement: Bachelor's Degree in related fields from an accredited college or university is preferred. Minimum one year of housing counseling related work experience, and ability to speak, read and write English and Chinese.*

## **Wellness & Social Service Counselor I (Bilingual Chinese/English)**

The Wellness & Social Service Counselor I reports to the Manager of the Community & Family Well-Being Department and provides social services to Community & Family Well-Being (CFW) clients. (S)he reaches out and educate clients on social benefits, latest updates, and assists in running health-related evidence-based programs. Provides Social Services to CFW clients: screen clients' eligibilities, provide translation and interpretation assistance, and assist them in applying for social benefits. Provides one-on-one educational sessions to clients on health access and literacy. Maximize clients' utilization of CASL's services and community resources by referring them to other programs inside or outside the agency for clients' special needs.



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*Minimum Requirement: Bachelor's degree from an accredited university, or Associate degree with at least 4 years of working experience, or High School diploma with at least 8 years of related working experience. Have keen interest to work with clients of all ages, and good speaking, reading and writing skills in Chinese and English. (Cantonese is preferred. Toishanese and/or Mandarin a plus)*

## Part Time

### Energy Program Intake Worker (Bilingual Chinese/English)

The Energy Program Intake Worker assists in the overall operation of all energy assistance related programs such as Low Income Home Energy Assistance Program (LIHEAP), Summer Energy Assistance Program (SEAP), and Share-the-Warmth (StW). Answer inquiries as related to all energy assistance related programs such as LIHEAP, SEAP and StW, etc. Fill out on-line application and make copies of required documents. Follow up on applications or pending cases, and enter all client efforts into CASL's Sales Force database system.

*Minimum Requirement: High school diploma required, preferably studying for a two-year or four-year degree. At least one year experience in the social service field preferred. Able to speak, read and write English and Chinese. Also able to use computer and MS Office programs such as Word, Excel, Power Point, etc. Accurate in writing and filling out forms, careful and detail-minded.*

### Substitute Teacher

The Substitute Teacher reports to the CDC/SAC Coordinator and plans, implements and evaluates developmentally appropriate and culturally sensitive activities, in a team-teaching setting for two to five year old pre-school children and school age children in accordance with Department of Children and Family Services (DCFS) Licensing requirement. Plans, implements and evaluates developmentally and culturally appropriate classroom activities, which meet the intellectual, physical, social, emotional, language, nutrition, health and safety needs of pre-school and school age children. This includes lesson plans, daily schedules, room arrangement, and use of materials/methods. S(he) participates in planning, presenting and following up on case conferences, and develops a supportive relationship with parents by engaging daily communications with parents. S(he) also maintains a physical environment (room & materials) that is clean, safe, and conducive to children's learning, and recommends purchasing of equipment & materials.

*Minimum Requirement: Advanced Certificate or Associate's Degree with six credit hours of courses in early childhood. Minimum of one year's teaching experience in a setting with pre-school/primary grades.*

## HOW TO APPLY

Please visit our career page at <https://www.caslservice.org/careers/>. The link will send you to our ADP screening site where your application will be reviewed for further consideration.