

Anew: Building Beyond Violence and Abuse

Case Manager (Bilingual in Spanish) Position

Date posted: September 22, 2025

Pay: \$22.13 - \$24.73 per hour

Title: Full-Time Bilingual Case Manager

Department: Counseling

Reports To: Director of Counseling

Classification: Non-exempt

Description of responsibilities:

Anew: Building Beyond Violence and Abuse is a comprehensive domestic violence agency celebrating its 45th year. The Bilingual Case Manager is a member of the Counseling program and is an integral part of client services. The Case Manager is a navigator, an advocate, and a coordinator in assisting victims/survivors of domestic violence who contact the agency.

The Case Manager is responsible for providing support and guidance to clients seeking domestic violence victim services in a variety of ways. The Case Manager is the first point of contact for individuals within the Counseling Program and assists with the initial process of screening and domestic violence education. The Case Manager also carries a caseload of clients and facilitates financial empowerment and independence by providing support, guidance and skills building focused on education, employment, economics, housing, and immigration. The Case Manager additionally has administrative duties to ensure program efficiency, database maintenance, and functionality of daily operations of the counseling program.

- Provide agency information, program linkage, referrals, crisis intervention and safety planning to individuals seeking services.
- Complete intake screening calls/documentation for individuals seeking domestic violence counseling services and schedule client assessment appointments.
- Facilitates domestic violence education classes to new counseling clients.
- Provide financial education to clients utilizing financial education curriculum including budgeting.
- Assist clients with applying for all appropriate state/federal benefits, childcare, medical insurance, crime victims' compensation, immigration processes and any other needed services.
- Advocate on behalf of clients and their children with health care systems, state funded programs, educational institutions, legal systems, housing needs, etc.
- Maintain updated knowledge about the Illinois Domestic Violence Act, Crime Victims' Compensation, and other financial laws and community resources to assist clients.

Required experience:

- Bachelor's degree in Counseling, Social Work, related field, or equivalent work experience.
- Fluency in both spoken/written Spanish and English preferred.
- At least 1 year of case management experience preferred.
- Previous experience in domestic violence, sexual assault, trafficking services or advocacy preferred.

Required skills:

The ideal candidate for this position is personable, has a positive attitude and has flexibility in meeting the demands of their role. They must have the ability to demonstrate empathetic, non-judgmental attitudes towards people impacted by domestic violence. They must be able to assess the immediate needs of potential clients, provide crisis intervention and have some knowledge about the financial barriers faced by victims/survivors of domestic violence.

- Proficiency in basic computer programs including Microsoft Word, Excel, and Windows-based databases.
- Knowledge of personal financial planning.
- Excellent written and verbal communication skills and interpersonal skills.
- Detail-oriented with strong organizational and time management skills.
- Must have reliable transportation, and a valid driver's license or State ID.
- Some evenings hours are required; flexibility in scheduling a must.

Compensation and Benefits:

The hiring range for this position is \$22.13 – \$24.73/hour for 35 hours per week. A \$1.00 differential is included in this rate for Spanish speaking hires. Anew offers benefits including 14 paid holidays; 20 days of Paid Time Off (PTO) annually; medical, dental, vision and life insurance; short-term and long-term disability; and the ability to contribute to our 403(b) plan with 3% company match. This position is also eligible for Aflac benefits.

Anew is an equal opportunity employer and values a diverse workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, genetic information, age, disability status, veteran status, or any other category protected by law.

For more information about Anew: Building Beyond Violence and Abuse, please visit our website at <https://anewdv.org/job-opportunities/>.