



Job Description

Position:	Manager of Wraparound Support Services
Reports to:	Director of Workforce Programs and Services
Status:	Exempt
Hours:	Full-Time / Maximum of 40 hours per week
Hours of Operations:	Mon-Fri 8am-4pm

Organizational Description. North Lawndale Employment Network is a comprehensive workforce development agency on Chicago's West Side dedicated to advancing the economic outcomes of the community's residents through innovative employment initiatives, including our social enterprises. In August 2021, North Lawndale Employment Network transitioned to a new campus which features a premier community café for residents and stakeholders.

Our Mission. To improve the earning potential of the North Lawndale community through innovative employment initiatives that lead to economic advancement and an improved quality of life for residents.

Opportunity. We are in search of an experienced and dedicated Manager of Wraparound Support Services (WASS) to lead and oversee all client support services within our Financial Opportunity Center. The WASS Manager will play a pivotal role in ensuring the effective delivery of wraparound support services, addressing the diverse needs of our clients, and fostering their journey towards self-sufficiency. Reporting directly to the Director of Programs, the WASS Manager will contribute to the strategic vision and operational excellence of our organization, while leading a team

Key Responsibilities.

Leadership and Supervision:

- Provide strong leadership and direction to a team of wraparound support specialists, fostering a culture of collaboration, excellence, and client-centered service delivery.
- Supervise, mentor, and support staff in the implementation of best practices, case management protocols, and program goals.

Client Support and Case Management:

- Oversee the provision of comprehensive wraparound support services to clients, including but not limited to housing assistance, healthcare access, childcare support, transportation solutions, and financial counseling.
- Conduct thorough assessments of client needs, develop individualized service plans, and ensure that services are delivered in a timely and culturally sensitive manner.
- Monitor client progress, track outcomes, and adjust service plans as necessary to maximize client success and self-sufficiency.
- Partnership Development and Collaboration:



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- Cultivate and maintain strong partnerships with community-based organizations, government agencies, and other stakeholders to expand and enhance support services available to our clients.
- Collaborate closely with internal teams, including workforce development, financial coaching, and employment placement, to ensure holistic support and seamless service delivery.

Program Development and Evaluation:

- Contribute to the development, refinement, and implementation of wraparound support service strategies, policies, and procedures.
- Utilize data-driven insights and client feedback to assess program effectiveness, identify areas for improvement, and drive continuous quality improvement initiatives.
- Reporting and Compliance:
 - Ensure accurate and timely documentation of client interactions, service plans, and program outcomes in compliance with organizational standards and funder requirements.
 - Generate regular reports on program activities, client outcomes, and performance metrics for internal stakeholders and external partners.

Qualifications:

- Bachelor's degree in social work, human services, public administration, or a related field; Master's degree preferred.
- Minimum of 5 years of progressive experience in case management, social services, or workforce development, with demonstrated leadership and supervisory experience.
- Strong understanding of wraparound support services, social determinants of health

NLEN Core Values

Neighborhood-focused employment initiatives are fundamental.

Successful programs are neighborhood-focused and community-driven, so they meet the specific needs of individuals.

Quality of work matters.

People who work hard should not be poor. A full-time job must meet basic needs and offer conditions for engagement, advancement, and respect.

Economic mobility is essential to reducing poverty.

Family supporting wages and financial literacy are core to addressing economic insecurity, which disproportionately affects African American, Latino, and other families of color. Economic insecurity is not only impacting the poor; it has grown to threaten the middle class. Self-employment and entrepreneurship are critically important economic mobility strategies to generate income and boost household finances.

We must address the racial wealth gap and social inequality.

The United States' history of racially charged public policy has created the modern racial wealth divide not just through the legacy of slavery and Jim Crow, but through the more recent race-based



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discrimination in hiring, housing subsidies, tax subsidies, and veteran benefits as well as other implicitly and explicitly racist public policies.

Everyone deserves human dignity and empowerment.

To uphold this belief, we do all of our work in a manner that values human dignity and eliminates shame, humiliation, and stigma by building on the strengths that help our participants and community survive loss and trauma and rebalance the power dynamic between participants and authority figures.