



Job Description

Position:	Manager of Client Advancement
Reports to:	Director of Workforce Programs and Services
Status:	Exempt
Hours:	Full-Time / Maximum of 40 hours per week
Hours of Operations:	Mon-Fri 9am-5pm/Some evenings and weekends, as needed.

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 seeking a Manager of Client Advancement to lead and coordinate our client support services team to ensure the successful advancement of program participants towards sustainable employment and career growth. Reporting to the Director of Workforce Programs and Services, the Manager of Client Advancement oversees a team of case managers, referred to as coaches, and collaborates closely with other departments to deliver high-quality services and achieve organizational goals.

Key Responsibilities:

Leadership and Supervision:

- Provide effective leadership, supervision, and mentorship to a team of case managers (coaches), guiding their professional development and performance.
- Conduct regular performance evaluations, set clear expectations, and support coaches in achieving program objectives and outcomes.
- Foster a collaborative and supportive team culture that prioritizes client success and organizational excellence.

Client Support and Case Management:

- Oversee the delivery of client support services, including intake assessments, individualized goal setting, action planning, and progress monitoring.
- Ensure that coaches provide comprehensive case management to program participants, addressing barriers to employment and facilitating access to resources and supportive services.



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- Implement best practices in client engagement, motivational interviewing, and trauma-informed care to effectively support individuals facing diverse challenges.

Program Development and Implementation:

- Collaborate with the Director of Programs and other stakeholders to develop, refine, and implement client advancement strategies and initiatives that align with organizational objectives.
- Continuously evaluate program effectiveness and make data-driven recommendations for program improvement and expansion.
- Stay informed about emerging trends, best practices, and policies related to workforce development and client support services.

Partnership and Collaboration:

- Build and maintain effective partnerships with community organizations, employers, government agencies, and other stakeholders to enhance service delivery and expand opportunities for program participants.
- Represent NLEN in external meetings, events, and collaborations to promote our mission and objectives.

Administrative and Reporting Responsibilities:

- Ensure accurate and timely documentation of client interactions, progress reports, and program outcomes in compliance with organizational and funder requirements.
- Prepare regular reports, presentations, and updates for internal stakeholders and funders to track program performance and impact.

Qualifications:

- Bachelor's degree in social work, psychology, human services, or a related field (master's degree preferred).
- Minimum of 5 years of experience in workforce development, case management, or related fields, with a demonstrated track record of leadership and supervision.
- Strong understanding of client-centered approaches, trauma-informed care, and best practices in case management and client support services.
- Excellent interpersonal, communication, and conflict resolution skills, with the ability to work effectively with individuals from diverse backgrounds and experiences.
- Proficiency in data management, analysis, and reporting using Microsoft Office Suite and database systems.
- Commitment to the mission and values of NLEN, with a passion for empowering individuals and communities through employment opportunities and economic advancement.



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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 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.