



# 한울 종합복지관

## Hanul Family Alliance

CHICAGO  
5008 N. Kedzie Ave  
Chicago, IL 60625  
T: (773) 478-8851  
F: (773) 478-8552

NORTH SUBURBS  
1166 S. Elmhurst Rd  
Mt. Prospect, IL 60056  
T: (847) 439-5195  
F: (847) 439-5197

LAKE COUNTY  
2900 N. Main St, 1<sup>st</sup> FL  
Buffalo Grove, IL 60089  
T: (847) 393-7488  
F: (847) 393-7517

**Position:** Home Care Program Coordinator

**Employment type:** Full-time

**Office Location:** Suburban Office (1166 S Elmhurst Rd, Mt Prospect, IL 60056) **OR** Chicago Office (5008 N Kedzie Ave, Chicago, IL 60625)

### Description:

- Provide adequate supervision to Home Care Aides (HCAs) and clients in the North Suburban or Chicago areas.
- Provide marketing and sales leadership to grow Hanul's Home Care Program.
- Manage client and worker data and various reports using Salesforce.
- Provide other tasks required by the Home Care Program team.

### Responsibilities:

#### *Client and Worker Management*

- Ensure home care clients receive proper services provided by Home Care Aides (HCAs) by matching appropriate HCAs that are willing and able to provide services in the needed areas.
- Work closely with the Care Coordination Units (CCUs) in the PSA13 areas to receive referrals and build positive networking relationships so that we increase the number of client referrals.
- Engage in building positive relationships with individual HCAs and clients through telephone conferences, in-person meetings and annual on-site home visits for clients.
- Using Salesforce, create schedules and document client/HCA activities and changes related to their services.
- Provide technical support regarding Electronic Visit Verification(EVV) System to HCAs
- Respond to clients' questions or concerns via telephone and in-person
- Work closely with field supervisors and other home care staff members to respond to emergencies and resolve issues.

#### *Other*

- Prepare and review service units and vouchers for billing and payroll input.
- Help conduct annual client and worker satisfaction survey, evaluation and quarterly conference for the home care department.
- Assist in the development of short- and long-term plans for home care program.
- Attend meetings, conferences and seminars within the organization and with other agencies when necessary.
- Attend 24 hours of in-service training each calendar year on topics related to conditions of and caring for the elderly.
- Perform other related clerical support as required.

### Qualifications:



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- Bachelor's Degree with experience in social service programs and working with older individuals, or Master's Degree experience in social work or other related fields preferred.
- Combination of skills and experience that indicate that the applicant has the ability to perform the supervisory activities
- Certification of completion of Department sponsored CCP training on policy and procedures, billings, evaluations, home care aide and participant files within 6 months after hired
- Two years or more of experience in the Community Care Program (CCP) or in a comparable human service program preferred.
- Excellent communication and interpersonal skills
- Computer skills, including cloud computing software (G-Suites) and cloud base conferencing software (Zoom), to fulfill required tasks
- Bilingual and bicultural knowledge (Korean-English)
- Passion to work with older adults

**How to Apply:** Submit a resume and a cover letter to [hanul@hanulusa.org](mailto:hanul@hanulusa.org).

For any questions, contact our Manager of Home Care Program, Na Rae Kim at [nrkim@hanulusa.org](mailto:nrkim@hanulusa.org) or 773-478-8851 ext. 101.

**Visit Our Website:** [www.hanulusa.org](http://www.hanulusa.org) & [www.hanulhomecare.org](http://www.hanulhomecare.org)

All staff, volunteers and clients inside the Hanul office buildings are required to wear a mask at all times.



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**직책 :** 홈케어 프로그램 코디네이터

**고용형태 :** 정규직 (full-time)

**근무시간 :** 월 - 금, 8:30am - 4:30pm

**근무처 :** 한울 북부 사무소 (1166 S Elmhurst Rd, Mt Prospect, IL 60056) 혹은 시카고 사무소 (5008 N Kedzie Ave, Chicago, IL 60625)

### 담당 업무 :

- 쿡카운티 서버브 또는 시카고 지역 홈케어 수혜자 및 워커 관리
- 한울 홈케어 프로그램 홍보 및 관리
- 수혜자/워커 모집 및 프로그램 홍보
- 주정부 리포트 제출 및 데이터 관리
- 대면 및 비대면으로 수혜자 가정 방문 및 미팅 참석

### 자격조건 :

- 학사학위 또는 동등한 경력 소지자
- 비영리 단체 또는 연장자 관련 서비스 경력자 우대
- 한국어/영어 이중언어 가능자
- 컴퓨터 사용 필수 (Word, Excel, PowerPoint, Publisher, etc)

**신청방법:** 영문 이력서와 커버레터 제출

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