



Position: Refugee Health Case Manager

Reports to: Refugee Services Supervisor

Supervises: None

Department: Refugee Services Department

FSLA Status: Full Time (Non Exempt)

Position Summary:

- Provides a wide range of professional services to meet the needs of refugees resettling in the Fort Wayne area.
- Reduce COVID-19-related health disparities.
- Improved and increased testing and contact tracing among populations at higher risk and that are underserved, including racial and ethnic minority groups and people living in rural communities.
- To prevent and control COVID-19 infection (or transmission) among populations at higher risk and that are underserved, including racial and ethnic minority groups and people living in rural communities.

Essential Duties/ Responsibilities:

- To provide culturally and linguistically-appropriate health education regarding COVID-19 to clients, including but not limited to disease transmission and symptoms, prevention methods, testing, quarantine and isolation, contacting tracing, and vaccination.
- To provide clients with information on topics about what makes someone at greater risk of acquiring COVID-19, having complications, or health conditions that were exacerbated by the pandemic.
- To assist clients in addressing barriers to access of health services, including but not limited to interpretation, transportation, health insurance and benefits, child care, making appointments, understanding provider instructions, medications, and responding to medical-related mail.
- To assist clients in accessing services related to social determinants of health that were exacerbated by the pandemic, such as healthy food and benefits such as SNAP and WIC, health insurance enrollment (Medicaid, HIP, marketplace, etc.), unemployment benefits or other supplemental income, housing services, job-placement services, or referrals for legal or immigration services.
- To develop partnerships other community organizations and health and mental health care entities to address client needs.
- Works in conjunction with other caseworkers to provide services to clients. Comply with all grant, funding and audit requirements for the program.

- Ensures that eligible refugees are screened for contagious diseases and chronic diseases.
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- Ensures the coordination of available preventive health services and the availability of ancillary services for refugees, asylees, entrants and other eligible populations.

Minimum Job Requirements:

- Bachelor’s Degree in Social Services or related degree and must be knowledgeable about refugee resettlement and services. Preference will be given to individuals with bilingual to Burmese, Karen, Chin, or Rohingya.
- Demonstrated skill and ability to provide effective service to multi-need families and individuals.
- Ability to work independently and effectively to provide services with limited supervision.
- Ability to effectively represent the agency in public situations involving services rendered.
- Knowledge of public and private social service providers within the community.
- Excellent written and oral communication skills.
- Respect for Catholic social teaching and Catholic Church doctrine required.

Conditions of Employment:

- Valid Driver’s License with clean driving record.
- Reliable vehicle with personal vehicle liability insurance coverage of \$100,000 per person and \$300,000 per occurrence.
- Proficient in Internet, word processing, spreadsheet, and e-mail applications (prefer Microsoft Office).

Physical Requirements:

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirement needs to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

- Must have ability to reason and make judgments, to understand and follow oral instruction, to understand and follow written instruction, to guide and/or give instructions, and to make decisions in accordance with established procedures and policies.
- Strength: Must have ability to lift, push/pull, and hold/carry 50 lbs.

Post Hire Requirements:

- Driving record checks, drug testing and/or criminal history checks.
- Participate in meetings, activities, in-services, committees and trainings as required by the agency.
- Comply with agency mission, code of ethics, Catholic Social Teaching, agency policies and procedures, including confidentiality; all funding, program, legal, regulatory and licensing requirements.

Disclaimer:

- Marginal functions of the position that are incidental to the performance of essential job duties have been excluded from this description.
- Job descriptions in no way imply that the description includes every duty to be performed by the employee in the position. Employees will be required to follow any other job-related instructions and duties required.
- Nothing in this job description restricts the agency’s right to assign or reassign duties and responsibilities to this job at any time.

Employee Signature

Date