

Position: Refugee Support Services Case manager

Reports to: Refugee Services Supervisor

Supervises: None

Department: Refugee Services Department

FSLA Status: Non-Exempt

Position Summary:

The Refugee Support Services Case Manager serves day to day required services related to the agency's Refugee Services Department and Refugee Support Services Program clients.

- Provides a range of services related to providing refugees with employment opportunities.
- Provides youth mentoring services to refugees between 15-24 years for their needs of 1) promote positive civic and social engagement and to 2) support individual educational and vocational advancement.
- Provides services to refugees 60 or older to increase integration and independent healthy living for their transition.

Essential Duties/ Responsibilities:

- Provides refugees with employment opportunities through job intake, job counseling, referral, and case management services.
- Provides services necessary to match clients and potential employers by screening and assessing both employers and clients.
- Provides assistance to clients in the job placement process, including taking clients to interviews, providing job case management, helping with application completion, etc.
- Provides assistance to clients in the post placement case management process, including ability to retain the job.
- Provides case management services to clients, including life skills development, problem solving, etc. Provides case management services to clients focusing on employment needs. Assisting with career development: skill building, résumé drafting, understanding worker's rights, and trainings
- Provide services to refugee and asylees youths with their academic development and community engagements, social engagement with peers, provide information about civic and community service activities, homework help, Introducing American culture, while maintaining and celebrating the youth's cultural heritage, etc.
- Provide services to older refugees and asylees with Access to senior community centers, supportive services, and intergenerational activities, nutrition services and meals delivered to homebound clients, home care, adult day care, and respite care, elder abuse prevention, etc.
- Initiates and maintains contact with employers to identify potential employment opportunities.
- Completes and maintains required documentation in accordance with the policies and procedures of the agency and the program.
- Completes periodic required reports and submits as required.
- Works in conjunction with other caseworkers to provide services to clients.
- Comply with all grant, funding and audit requirements for the program.

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).

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, Swahili, Ukraine, 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.

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; COA accreditation standards; 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

Nov 2, 2020