

CAREER OPPORTUNITY



Title: Refugee Resettlement Team Leader

Hours: Full Time (37.5 hours, exempt position)

Brief Description:

Under direction of the Refugee Resettlement Program Manager, assists in the coordination and direction of activities of Refugee Resettlement programs. Oversees day-to-day case management activities with direct supervision of assigned case managers, program assistants, and employment specialist and student interns. Collaborates with internal and external partners to provide services to Refugee Resettlement consumers and, as an integral member of the Refugee Resettlement team, identifies and develops resources to address barriers to self-sufficiency; participates in program planning and development and assists with the direction of activities.

KEY RESPONSIBILITY AREA MAIN DUTIES (Not all inclusive)

Coordination of case management activities

- Works collaboratively with program manager to coordinate client services to achieve client and program outcomes.
- Oversees service coordination and collaboration through facilitation of case coordination meetings; intake and assessment meetings with new refugee arrivals; and coordinates services with an assessment of needs and action plan for refugees with medical, mental health or significant adjustment needs, identifying appropriate resources for stabilization and supportive services for ongoing self-sufficiency.
- Oversees coordination direct service as needed with client linkage to community resources, facilitation of employment support sessions and advocacy to ensure uninterrupted receipt of benefits;
- Engages in social service activities to support meeting client needs including case support for completing intake assessments, referrals, completion of case plans and ongoing case management. Maintain small caseload for extended case management services; participates in ongoing development and implementation of program systems and procedures.

Management of staff, volunteers, and student interns

- Provides training, direction, and ongoing evaluation and supervision of assigned case managers, program assistants, and employment specialist and student interns.
- Arranges scheduling for paid and volunteer staff and short-term student interns.
- Problem solves with Refugee Resettlement staff as needed and mediates disputes if required, appropriately notifies Program Manager regarding issues in this area
- Develops and updates job descriptions for volunteer/intern roles

Documentation and data management

- Collaborates with Program Manager and Quality Assurance Coordinator to ensure appropriate documentation of case records.
- Completes and submits required reports according to program and funding requirements.
- Engages in chart and case reviews with assigned staff to ensure service quality.

Teamwork and Professional Growth

- Actively participates in team process during meetings and informal processes or projects provided
- Brings issues for discussion to team or appropriate team member
- Participates in ongoing evaluation process of the program provided
- Seeks own supervision toward professional development sought
- Assures own professional development by attending workshops, trainings and completing literature reviews
- Demonstrates an attitude and approach of a "team player"

ADDITIONAL FUNCTIONS/RESPONSIBILITIES:

- Participates on agency committee(s) as needed
- Performs other job-related duties and activities as needed
- Maintains cleanliness of work area
- Gains knowledge of the appropriate use of all CSSMV forms and the operation of equipment
- Keeps supervisor informed and involved in the activity of projects, as necessary

- Assists in ensuring projects meet mutually agreed upon strategies and objectives
- Reads trade and other publications to keep current with industry issues/knowledge, as applicable
- Follows all professional standards for work area, license area, the agency and other agencies for which they may be collaborating
- May require flexible scheduling including evening or weekend hours; may require working additional hours, due to the nature of the position
- Most exempt positions require a valid Ohio driver's license with a good driving record and access to a private, insured vehicle during working hours

ADDITIONAL KNOWLEDGE AND EXPERIENCE:

- Contemporary computer knowledge, especially in Microsoft Word and Excel
- Ability to interact with a large variety of people in a professional manner
- Ability to organize and prioritize work and execute it efficiently and accurately
- Ability to handle confidential information appropriately
- Ability to train adults
- Familiarity with regulations/laws in work area(s), including keeping current with revisions of such
- Ability to make independent decisions
- Ability to adhere to agency policies and procedures within a Catholic social service setting

BEHAVIOR TRAITS:

- Attention to detail
- Flexibility
- Results oriented and decisive (may include the ability to make recommendations)
- Effective time management and planning skills; ability to meet deadlines
- Ability to absorb information quickly and perform duties in a timely and accurate fashion
- Ability to handle multiple priorities and respond to multiple customers (internal and external)
- Ability to shift attention quickly and accurately from one matter to another
- Ability to effectively, efficiently, and harmoniously work independently and as a member of a team; ability to interact effectively and diplomatically with a wide range of organizations/people
- Ability to effectively work with a diverse group of individuals
- Ability to lead others to achieve desired results
- Self-motivated
- Ability to motivate others around the mission of the agency

MINIMUM EDUCATION, KNOWLEDGE, AND EXPERIENCE:

- Bachelors degree and 1 year supervisory experience, preferably in a social service setting, or 4 years of direct social service experience with progressive responsibilities
- Sound interpersonal skills
- Knowledge of community resources
- Ability to work with diverse populations
- Ability to communicate with pantry clients and build relationships
- Ability to network with other persons or agencies to meet client needs/goals
- Ability to plan creatively and collaboratively with volunteers and referring agencies
- Ability to appropriately conduct meetings
- Willingness to work flexible hours
- Valid Ohio drivers license
- Access to private, insured vehicle during working hours

All interested candidates should send a resume with salary requirement to:

Human Resources

Catholic Social Services of the Miami Valley

922 W. Riverview Ave., Dayton OH 45402

or e-mail to jobs@csmv.org

or fax to (937) 222-6750