

## CAREER OPPORTUNITY



**Title:** Refugee Case Manager

**Hours:** Full Time (37.5 hours, non-exempt position)

### **Brief Description:**

The overall goal of the Refugee Resettlement Program is to support refugee individuals and families to become self-sufficient in their new communities. The position of the Refugee Case Manager is multi-faceted and includes the roles of teacher/instructor, guide, collaborator, information specialist and advocate. Working in concert with the resettlement team, volunteers and external partners, and under the guidance of the Refugee Program Manager, the Refugee Case Manager is responsible for managing all aspects of service delivery for the assigned case load and ensuring that refugees receive the required resettlement services in compliance with national, local, and agency standards.

### **KEY RESPONSIBILITY AREA MAIN DUTIES (Not all inclusive)**

- Independently manages/oversees the cases for the clients in their caseloads within the first 6 months of their arrival as defined by R&P, MG, and RSSP contractual requirements
- Understands and observes social work professional and ethical standards throughout the service period
- Independently manages/oversees the cases for the clients in their caseloads for up to 60 months
- Organizes and maintains client records according to professional, ethical and legal standards to include timely opening and closing documentation as defined by contractual and COA requirements, completion of required case file forms, case note dictations and documentation

### **Minimum Requirements:**

- Bachelors degree in Social Work or related fields of education – exceptional experience may be considered in lieu of educational background.
- Knowledge & experience and/or willingness to learn global culture, global migration and the work of refugee resettlement
- Basic computer skills and familiarity with MS Word and Excel
- Ability to understand and communicate with limited English-speaking clients, including having the expertise to speak to clients through interpreters
- Patience in working with limited language speakers and those learning a new culture
- Sound interviewing and case management skills
- Knowledge of community resources
- Ability to network with other persons or agencies to meet client needs/goals
- Excellent multi-tasking and time management skills
- Willingness to work flexible hours
- Valid Ohio driver's license and access to private, insured vehicle during working hours
- Consideration will be given to those with competence in the language of a population being resettled by Catholic Social Services after the minimum educational requirements are met

*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@cssmv.org](mailto:jobs@cssmv.org) or fax to (937) 222-6750.*