

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)

I. Initial phases of Refugee Resettlement Case Management

1. Independently manages/oversees client caseloads as defined by refugee resettlement contractual requirements
2. Coordinates Housing and housing supportive needs
3. Understands and observes social work professional and ethical standards throughout the service period
4. Delivers services that are linguistically and culturally appropriate
5. Provides case presentations at weekly staff meetings for effective coordination of services
6. Engages refugees in the development of resettlement plan that includes short and long term goals toward achieving self-sufficiency according to the resettlement plan and contractual agreements
7. Manages all contractual services with clients and ensures completion for each step of the resettlement and employment process
8. Communicates with external partners such as family, landlords, school personnel, health/mental health providers, public welfare workers, government officials, ethnic community members and social service agencies on behalf of clients; assists with transportation of clients to relevant appointments and provides transportation orientation to refugees; advocates on behalf of refugees for equal access to community resources
9. While maintaining full responsibility for the case, facilitates services with the assistance and other key team members

II. Recordkeeping/Case Recording

1. Organizes and maintains client records according to professional, ethical and legal standards to include timely opening and closing documentation as defined by contractual and Council On Accreditation requirements, completion of required case file forms, case note dictations and documentation
2. Assures that case notes and relevant records of other providers are properly included in case file
3. Completes case note logs and monthly reports per deadline
4. Appropriately and professionally participates in and complies with quality assurance reviews/standards

III. Teamwork and Professional Growth

1. Utilizes online calendar for maintaining daily schedule and communication with other team members
2. Actively and regularly attends and participates in team process during meetings and informal processes or projects
3. Identifies cases and issues to team for discussion

4. Actively participate in ongoing evaluation process of the program
5. Appropriately accesses and utilize supervision toward professional development
6. Participates in own professional development by attendance at workshops, trainings and by literature review
7. Takes responsibility for bringing issues and goals to supervision meetings; demonstrate an attitude and approach of “team player”

Minimum Requirements:

- Bachelors degree in Social Work or related fields of education
- 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 drivers 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 Or fax to 222-6750*