

## CAREER OPPORTUNITY

**Title:** Refugee Resettlement Preferred Communities (PC) Team Leader

**Hours:** Full-Time, Non-Exempt, 37.5 hours/week

**Purpose of Position:** Under the supervision of the Refugee Program Manager, the PC Team Leader conducts intensive case management, supervision, and evaluation of program service activities of the Preferred Communities (PC) program to meet the agency's goal and in accordance with the requirements of the Office of Refugee Resettlement Preferred Communities Program. The PC Team Lead provides critical support in developing, cultivating, and maintaining professional relationship with PC clients, third party service providers, consortium networks, social service agencies, government offices, United States Conference of Catholic Bishops (USCCB) staff, Catholic Social Services of the Miami Valley (CSSMV) staff, volunteers, and community members; assists and guides PC program navigator and PC volunteers in execution of delegated tasks, supervision and ensuring effective execution of program responsibilities to case workers as needed.

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

#### I. Coordination and Provision of Intensive Case Management Activities (30%)

- Work collaboratively with program manager to coordinate client services to achieve client and program outcomes.
- Oversee service coordination and collaboration through facilitation of case coordination meetings; intake and assessment meetings with identified clients; coordinate 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 support services for ongoing self-sufficiency.
- Oversee coordination and provide direct service as needed with client linkage to community resources, facilitation of support sessions, and advocacy to ensure uninterrupted receipt of benefits.
- Engage 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. Develop individualized self-sufficiency plan for each client enrolled in the PC program. Maintain caseload of 15-30 clients for intensive case management services; participate in ongoing development and implementation of program systems and procedures.
- Coordinate, supervise, and implement Intensive Case Management (ICM) services to vulnerable refugees enrolled in the PC program. This includes conducting intake and needs assessment for potential clients, completing customized service plans in collaboration with clients, and providing culturally and linguistically appropriate services. Work with clients to remove any barriers to self-sufficiency. Identify strengths, qualifications, and specific client needs. Refer clients to internal or external programs to provide additional support to the client. Provide ICM services, as applicable, to especially vulnerable individuals enrolled in the program, including the provision of cultural adjustment support, assistance in accessing appropriate medical and mental health support, assistance in accessing or maintaining social benefits such as Medicaid and SSI, and needed follow-up services for the duration of the program period.

## **II. Documentation, Program Compliance and Data Management (30%)**

- Collaborate with program manager and quality assurance coordinator to ensure appropriate documentation of case records.
- Ensure the case file is kept up to date with the required documentation as set forth in the Cooperative Agreement and PC program guidelines.
- Complete case notes for all client interactions and ensure information is entered into the program database in a timely manner per documentation policy procedures.
- Complete and submit required reports according to program and funding requirements.
- Engage in chart and case reviews with assigned staff to ensure service quality.
- Assist with preparation and completion of required program reports.

## **III. Management of Staff, Volunteers, and Student Interns (30%)**

- Provide training, direction, and ongoing evaluation and supervision of assigned staff, volunteers and interns.
- Arrange scheduling for paid and volunteer staff and student interns.
- Problem-solve with Refugee Resettlement staff as needed and mediate disputes if required; appropriately notify Program Manager regarding issues in this area.

## **IV. Teamwork and Professional Growth (10%)**

- Actively participate in team process during meetings and informal processes or projects provided.
- Bring issues for discussion to team or appropriate team member.
- Participate in ongoing evaluation process of the program provided.
- Seek own supervision toward professional development sought.
- Assure own professional development by attending workshops, trainings, and completing literature reviews.
- Demonstrate an attitude and approach of a “team player.”

## **MINIMUM EDUCATION, KNOWLEDGE, AND EXPERIENCE:**

- Bachelor’s degree in social work or related field, with LSW (required within 1 year of hire)
- Minimum of two years’ experience in delivery of services to refugees or a highly-related population; prior supervisory experience of staff or interns preferred
- 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 driver’s license
- Access to private, insured vehicle during working hours

*Interested candidates should send an updated resume with salary requirement to:  
Human Resources, Catholic Social Services of the Miami Valley  
922 W. Riverview Ave., Dayton OH 45402  
or e-mail [jobs@cssmv.org](mailto:jobs@cssmv.org) or fax to 937.222.6750*