



Refugee Child Care Business Development Case Manager

Full-time, Salaried

Position Summary:

The Case Manager is responsible for implementation of the Refugee Child Care Business Development Program, including coordination and facilitation of required training, direct case management, and tracking and reporting outcomes to ensure that the Catherine McAuley Center and its partners are compliant with grant requirements. The goal of the program is to assist refugees with establishing registered in-home child care businesses, as well as to expand the availability of culturally- and linguistically-appropriate child care options for refugee families.

Accountability:

The Refugee Child Care Business Development Case Manager is accountable to the Refugee & Immigrant Economic Development Manager.

Qualifications:

- Bachelor's degree, 2 years of early childhood experience. Preferred applicant will have experience with DHS rules and regulations for in-home child care providers.
- Demonstrate cultural humility and the ability to build rapport and maintain meaningful professional relationships with refugee clients while considering linguistic and cultural considerations.
- Excellent written and verbal/oral communication skills.
- Strong interpersonal skills and ability to work effectively with others as part of a team.
- Ability to develop rapport with people of all ages, backgrounds, and economic resources, and to treat others in a friendly, courteous, and appreciative manner.
- Ability to address conflict and problem solve.
- Flexibility and ability to handle stress and new or undefined situations.
- Ability to maintain confidentiality concerning volunteers, clients, students, children, and staff or agency business.
- Strong organizational skills with ability to prioritize projects and tasks.
- Ability to work with minimal supervision, take initiative, and manage multiple projects with changing priorities.
- Computer skills, including experience with Microsoft Office Suite and databases, and/or ability to learn new software and systems. Knowledge of Publisher preferred.
- Behave as a professional representative of CMC and communicate the mission and activities.
- Knowledge of and sensitivity to issues related to literacy, immigrants, refugees, women, poverty, and mental illness.
- Commitment to the CMC mission and the values of the Sisters of Mercy.
- Driver's license and personal transportation a must-have.
- Experience working with refugees and proficiency in a refugee-spoken language preferred.

Responsibilities:

- Work with community partners, including DHS and child care training agencies, to support refugee in-home child care providers in linguistically- and culturally-appropriate training and skill development.
- Facilitate services to clients in a classroom and in-home setting.
- Coordinate interpreted trainings and track participation and completion.
- Facilitate learning related to home safety and DHS regulations for in-home child care.



- Conduct home visits to support child care providers in meeting DHS health and safety requirements, business development, quality improvements and other community referrals, as needed.
- Ensure providers adhere to DHS in-home child care registration process, rules and regulation.
- Promote program and actively recruit participants.
- Conduct client intake and assessment prior to enrolling participants in the program.
- Monitor and evaluate client progress on an ongoing basis and take necessary steps to ensure clients achieve their goals.
- Assist in supporting families in accessing in-home family child care services.
- Comply with and track outcomes related to specific program contracts and grant requirements.
- Completes accurately and in a timely manner all necessary forms, case records and statistical reports. Submits such documentation to the supervisor/manager within the designated time lines.
- Participates and contributes actively in regular supervisory and team meetings, in house training sessions, conferences, seminars and independent study.

General Agency Duties:

- Be able to explain CMC program information to students, residents, clients or others in the community.
- Present a positive image of the Center and its programs.
- Assist with CMC fundraising efforts as needed.
- Serve on CMC event committees as needed.
- Maintain clean and organized facilities including the storage and archives.
- Assist with the shared staff responsibilities for security of the clients/volunteers and building.
- Perform other duties as requested/assigned.

Physical Work Requirements:

- While performing the duties of this job, the employee is regularly required to talk and hear.
- The employee regularly is required to stand, walk, sit for extended periods of time, work at a computer, and engage in repetitive hand and/or wrist movements.
- The employee occasionally lifts and/ or moves up to 40 lbs.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the job description and understand the responsibilities I am assuming in accepting this position.

Name

Date