



## **Refugee Case Manager**

Full-time, Salaried

### **Position Summary:**

The Refugee Case Manager assists newly arrived refugee families in adapting to the U.S. culture, identifies means to promote self-sufficiency and integration into the community. The Case Manager will respond to requests for help in case of an emergency and be on call to help clients navigate emergency situations. Case Managers also provide mediation and advocacy for families with outside agencies.

### **Accountability:**

The Refugee Case Manager is accountable to the Director of Refugee and Immigrant Services.

### **Qualifications:**

- Bachelor's degree required in Social Work, Psychology, Human Services, Political Science and/or related field.
- Six to twelve months of experience providing social services to refugees or immigrants preferred.
- Fluency in Swahili, French, Kinyarwanda, Kirundi, or Arabic preferred.
- Experience completing case notes and outside agency applications.
- Knowledge of the resources and programs available in Linn County and surrounding areas.
- 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.
- Strong decision-making skills and ability to work autonomously, specifically at satellite locations.
- Computer skills, including experience with Word, Excel, Power Point, Google programs, and databases such as Salesforce, and/or ability to learn new software and systems.
- 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.

## **Responsibilities:**

- Provides advocacy, assessment, and case management services to individuals, families and groups.
- Conducts outreach and intake as assigned.
- Counsels and aids individuals and families requiring assistance, including but not limited to problems such as personal and family adjustments, finances, employment, food, clothing, housing, and physical and mental impairments to determine nature and degree of problem.
- Supervises program participants individually or in groups.
- Secures information, such as medical, psychological, and social factors contributing to program participant's situation, evaluates these and program participant's capacities, and establishes appropriate service plan.
- Counsels program participants individually, in family, or in groups regarding plans for meeting needs, and aids program participants to mobilize capabilities and environmental resources to improve social functioning.
- Helps program participants to modify attitudes and patterns of behavior by increasing understanding of self, personal problems, and program participant's part in creating them.
- Refers program participants to community resources and other organizations, determines program participant's eligibility for financial assistance, and provides financial assistance and support to program participants in accord with Catherine McAuley Center's policies and procedures.
- Compiles records and prepares statistical reports as required. Reviews service plan and performs follow-up to determine quantity and quality of service provided to program participant and status of the program participant's case.
- Participates as assigned in the implementation of counseling, education or activity groups.
- 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/unit meeting, in house training sessions, conferences, seminars and independent study.
- Adheres to professional standards as outlined by governmental bodies, NASW (and/or other appropriate professional associations), private funding sources, Catherine McAuley Center plans/policies and program guidelines. Participates in periodic evaluative reviews and/or in-house and external staff training to ensure that he/she understands and continues to adhere to such standards. Initiates requests for assistance from the Refugee and Immigrant Services Program Manager to address new issues or complex concepts affecting adherence to professional standards.

## **General Agency Duties**

- Be able to explain CMC program information to students, tutors or others in the community.
- Present a positive image of the Center and its programs
- Contribute to the CMC newsletter, board/committee reports and other public information activities as needed.
- Assist in volunteer recruitment efforts.
- 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

*Date Established: February 21, 2019, Revised June 2021*