



Preferred Communities Case Manager

Full-time, Salaried

Position Summary:

The Preferred Communities Case Manager provides supportive services to qualifying refugee clients of the Catherine McAuley Center Preferred Communities (PC) program. This role provides intensive case management to refugee families by supporting them in navigating and developing self-sustaining relationships within systems that will support the family's long-term success.

Accountability:

The Preferred Communities Refugee Case Manager is accountable to the Refugee Social Services Program Manager.

Qualifications:

- Bachelor's degree in Social Work, Human Services, Education and/or related field or relevant experience required.
- One to two years of experience providing social services required.
- Experience working with refugees and/or immigrants preferred.
- Fluency in Swahili, French, Kinyarwanda, Kirundi, Pashto, Dari, or Arabic preferred.
- Experience completing case notes and outside agency applications.
- Knowledge of the resources and programs available in Linn County and surrounding areas, especially navigation of Iowa's mental health system specific to refugee populations..
- Possession of a driver's license and personal transportation and insurance required.
- Excellent written and verbal/oral communication skills.
- Strong interpersonal skills and ability to work effectively with others as part of a diverse 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.
- 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.

Responsibilities:

Preferred Communities

- Empower clients by providing direct case management services to refugees experiencing high barriers to self-sufficiency.
- Conduct intakes, assessments, and home visits of clients referred to the PC program.

- 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 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.
- Connects clients with supportive community networks and social support systems to ensure their long-term integration into the community.
- 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.
- Increase client access to and understanding of community resources and how to navigate them.
- Track and identify needs and gaps in services for Preferred Community participants.
- Coordinate appointments and services for clients enrolled in the Preferred Communities program.
- Communicate with partner agencies regarding ongoing needs and barriers of mutual clients and work together to eliminate these barriers.
- 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.

General Agency Duties

- Be able to explain CMC program information to students, clients, residents, volunteers and others in the community.
- Present a positive image of the Center and its programs.
- Provide direction, guidance and support to volunteers and interns as relevant to role, foster relationships with, and show appreciation for volunteers with whom you are in direct contact.
- Contribute to the CMC newsletter, board/committee reports and other public information activities as needed.
- Assist with CMC fundraising efforts and serve on 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, climb stairs, 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