



Refugee Social Services Case Coordinator

Full-time, Hourly

Position Summary:

The Refugee Social Services Case Coordinator will assist the Preferred Communities Case Manager by completing administrative duties, program-related tasks and other social services. The overall goal is to help vulnerable clients become self-sufficient in their new communities and to offer additional assistance to those in need. This position offers a flexible work schedule and the option to work from home on a limited and pre-approved basis.

Accountability:

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

Qualifications:

- Six to twelve months experience in refugee related casework and community services.
- Strong preference for fluency in one or more refugee languages (Spanish, Dari, Pashto, Arabic, Ukrainian, Russian, Burmese, Haitian Creole, French, Kikongo, Lingala, Swahili, etc.)
- Demonstrated cultural competency through familiarity in working with people from diverse backgrounds.
- Ability to prioritize and multi-task work projects and tasks in a fast-paced environment.
- Highly adaptable and flexible with the ability to multitask and prioritize in a demanding work environment.
- Experience completing case notes and outside agency applications.
- Possession of a valid driver's license, automobile insurance, clean driving record and reliable personal transportation.
- Knowledge of related resources and programs available in Linn County and surrounding areas.
- Ability to maintain confidentiality concerning volunteers, clients, students, children, and staff or agency business.
- Strong verbal/oral and written communication skills, including the ability to write reports.
- Ability to address conflict and problem solve.
- 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.
- Excellent computer skills, including experience with Salesforce CRM, Microsoft Office Suite and databases, and Google applications (Gmail, Calendar, Contacts, Docs, Sheets, etc.)
- 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:

- Coordinate appointments and referrals for clients including medical and mental health appointments, social services, and other community referrals
- Transport and accompany clients to appointments for various services and help them find ways to get to their appointments independently.
- Maintain accurate and up to date records including case notes, case files, and reports.

- Collaborate with the Preferred Communities Case Manager to assure that all Preferred Communities program requirements are met on time.
- Serve as an advocate and resource for Preferred Communities clients and ensure equal treatment to all client groups in accordance with the agency's commitment to the dignity of all persons.
- Conduct regular case file reviews for program compliance and quality assurance purposes.
- Collaborate to implement, maintain, and enhance a comprehensive, sustainable program.
- Ensure that proper language interpretation and translation are provided as needed for meetings with clients and for important written documents.
- Accurate completion of necessary forms and social services applications in accordance with the Preferred Communities Case Manager.
- Participate in regular Refugee Social Service Program meetings.
- Make medical referrals and transportation arrangements as needed
- Other duties as assigned by the Preferred Communities Case Manager.

General Agency Duties

- Be able to explain CMC program information to students, clients, residents, volunteers and others in the community.
- Presents a positive image of the Center and its programs.
- Provides 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.
- Contributes to CMC newsletter, board/committee reports and other public information activities as needed.
- Assists with CMC fundraising efforts and serves on event committees as needed.
- Maintains clean and organized facilities including in storage and archives.
- Assists with the shared staff responsibilities for security of the clients/volunteers and building.
- Performs 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 2024