

## **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. This role is responsible for coordinating housing and set-up of apartments with required furniture and household items. The Case Manager will respond to requests for help in case of an emergency including coordination with emergency departments. Case Managers also provide mediation and advocacy for families with outside agencies. This position has an option to work from home on a limited basis and requires supervisor approval.

### **Accountability:**

The Refugee Case Manager is accountable to the Reception and Placement Program Manager.

### **Qualifications:**

- Bachelor's degree required in Social Work, Psychology, Human Services, Political Science and/or related field.
- Six to twelve months experience providing social services to refugee or immigrants preferred.
- Knowledge of the resources and programs available in Linn County and surrounding areas.
- Possession of a driver's license, insurance and personal transportation required.
- Ability to maintain confidentiality concerning volunteers, clients, students, children, and staff or agency business.
- Experience completing case notes and outside agency applications.
- 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.
- Strong decision-making skills and ability to work autonomously
- Flexibility and ability to handle stress and new or undefined situations.
- Ability to address conflict and problem solve.
- 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.

### **Responsibilities:**

#### **Refugee Case Manager**

- Provides advocacy, assessment, and case management services to individuals, families and groups.
- Government compliance: Records accurate data, case notes, and follows USCRI R&P checklists to ensure compliance with USCRI regulations. This includes reviewing service plan, case files, and case closure forms, and performing follow-up to determine quantity and quality of service provided to program participant and status of the program participant's case

- CMC compliance: Completes accurately and in a timely manner all necessary forms, case records and statistical reports. Submits documentation to the supervisor/manager within the designated time lines.
- 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.
- 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 participant individually, in family, or in groups regarding plans for meeting needs, and aids participant to mobilize capabilities and resources to improve social functioning.
- Helps program participant 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 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.
- Participates as assigned in the implementation of counseling, education or activity groups.
- 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 understanding and adherence to such standards. Initiates requests for assistance from the Refugee and Immigrant Services Program Manager to address issues or complex concepts affecting adherence to professional standards.

### **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 serve 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 21, 2019; revised 8/2021; revised 10/2022*