

### **Job Description**

**Title:** Refugee Temporary Assistance Connection (RTAC) Case Manager

**Supervisors:** Director of Refugee Resettlement

**FSLA Status:** Non-Exempt

**Job Status:** Part Time, 20 hours/week

**Supervises:** N/A

**Summary:** The RTAC Case Manager is responsible for implementing the Missouri Refugee Temporary Assistance Connection (MO-RTAC), a new federally-funded grant program. The RTAC program provides support to refugee families eligible for Temporary Assistance for Needy Families (TANF). This entails identifying and enrolling TANF-eligible refugee families, conducting periodic needs assessments of eligible families, providing case management to eligible families, and developing and ensuring delivery of support services such as transportation, day care, and language assistance. The RTAC Case Manager works with case managers and other office staff to coordinate services for refugee clients. The RTAC Case Manager is responsible for coordinating with Family Support Division and the RTAC Program Manager at the Missouri Office of Refugee Administration on program implementation.

Possesses a strong commitment to the mission of Catholic Charities including the understanding of Catholic Social Teaching and ability to demonstrate the philosophy and values of the agency. The identity of the agency is clearly Catholic. As such, Catholic Charities' staff adheres to the social and moral teachings of the Catholic Church.

#### **Essential Duties and Responsibilities:**

- Outreach activities to promote and increase client and provider/partner awareness in program
- Become familiar with all resettlement agency's programs
- Attend all trainings provided by MO-ORA regarding the RTAC program (Zoom and/or in-person)
- Coordinate access for remote service provision including creation of service provider networks
- Contact and enroll TANF-eligible refugees into RTAC program
- Assess eligibility for TANF-eligible families
- Orient and provide detailed assessment to determine barriers and strengths of TANF-eligible families
- Provide Foundational Case Management for all clients, using the Missouri Refugee Application Platform (MO-RAP) database system, detailing client barriers, goals, progress and other information.

- Develop, coordinate, and implement and/or refer to the following for clients: job readiness activities to overcome barriers, Job Search activities, English Language Learning (ELL) activities, Job Clubs or other peer support groups, training opportunities
- Provide periodic needs assessment of TANF-eligible refugees using surveys, focus groups and statistical data.
- Develop local partnerships to assist clients; provide cultural competency training to partners and national Culturally and Linguistically Appropriate Services (CLAS) Standards training to local health and mental health providers.
- May develop and/or provide additional civic engagement activities focused on community leaderships skills and civic responsibility
- Develop and provide supportive services such as transportation, daycare, language assistance
- Coordination with RTAC Project Manager and FSD
- Participation in statewide coordination and program development efforts
- Report program activities in the required formats
- Other services that may be developed based on need

**Skills:**

- Prior knowledge of Missouri Temporary Assistance for Needy Families (TANF) program preferred
- Ability to advocate for clients in stressful situations
- Public speaking ability
- Flexibility in responding to issues
- Responsible with ability to work independently
- Well organized and detail oriented
- Knowledge of Microsoft Office applications as well as comfort using databases.
- Manage multiple tasks at once
- Able to make sound, quick decisions and respond to situations throughout the day
- Work well with other team members, especially case managers, in identifying problems and scheduling appointments with appropriate resources
- The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Supervisory Responsibilities:**

This position has no supervisory responsibilities

**Qualifications:**

**Education and/or Experience**

Bachelor's degree in a human services field (social work, human development and family science, social services) preferred. At least two years of direct social service experience preferred. Previous volunteer or work experience with refugee and/or immigrant populations preferred.

### **Computer Skills**

Demonstrates proficient computer skills and familiarity with commonly used programs. Ability to learn and effectively use various data collection and database management systems to record data as required. Demonstrates familiarity and proficiency with Internet tools and techniques for searching, extracting, and processing information.

### **Workplace Ethics**

Treats people with dignity and respect. Inspires the trust of others. Works ethically and with integrity. Maintains and safeguards confidential information. Possesses a strong commitment to the mission of Catholic Charities including the understanding of Catholic Social Teaching and ability to demonstrate the philosophy and values of the agency. The identity of the agency is clearly Catholic. As such, Catholic Charities' staff adheres to the social and moral teachings of the Catholic Church.

### **Communication Skills**

Exhibits good interpersonal communications skills including the ability to establish and set strong personal boundaries. Keeps others adequately informed and exhibits good team building abilities. Expresses ideas and thoughts clearly. Exhibits good listening and comprehension skills; seeks clarification when needed and selects and uses appropriate communication methods. Ability to communicate and interact with a wide variety of people having diverse social concerns and problems. Ability to communicate the mission and services of Catholic Charities both within the agency and community.

### **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write required documentation requiring minimal revisions by others. Ability to effectively present information and respond to questions from employees, managers, clients, and the public. Ability to respond professionally to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

### **Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **Certificates, Licenses, Registrations**

Licensed to operate a motor vehicle and ability to meet agency auto insurance coverage requirements. Local travel required.



**Other Qualifications**

Ability to successfully pass a child abuse registry check and criminal background check, and requires completion of the Protecting God’s Children VIRTUS training session.

The work of Catholic Charities serves as an expression of the ministry of evangelization of the Roman Catholic Church by serving the poor and most vulnerable in our society. Although staff are not to proselytize, they are, however, expected to be guided in every way by the teachings of the Catholic faith in their daily work. These include church teachings on abortion, sterilization, abstinence, and the sanctity of the family as well as fidelity to the Catholic ethical religious directive of the United States Conference of Catholic Bishops. In addition, all staff are invited to attend periodic Catholic Masses. As employees of Catholic Charities, it is further expected that staff will adhere to the Diocesan code of conduct. Employees are expected to not only perform duties consistent with the Doctrines of the Catholic faith, but outside of the workplace they are expected to refrain from publishing any communication in any form, electronic or otherwise, that affiliates them with Catholic Charities in a manner that is inconsistent with the doctrine of the Roman Catholic faith.

**Physical Demands**

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.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract.

Employee Signature \_\_\_\_\_

Printed Name \_\_\_\_\_

Date \_\_\_\_\_