

## Case Manager Job Description

**Title:** Case Manager (Refugee Services)

**Reports to:** Case Manager Supervisor

**FSLA Status:** Non-Exempt

**Job Status:** Full Time

**Supervises:** Assigned volunteers and interns, as applicable

**Summary:** With support from the Case Manager Supervisor, ensure required direct services are provided to refugee, SIV, asylee and other eligible clients by providing, organizing, and coordinating specific case management services for Reception and Placement, Match Grant, Refugee Support Services, Services for Older Refugees, and Refugee Cash Assistance.

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.

### Essential Duties and Responsibilities

Provide all case management services, including:

- Maintain complete and accurate documentation, including maintenance of client files and case notes as required by specific grants;
- Complete reception and placement requirements for new refugee arrivals assigned to caseload within the timeframes outlined by the R&P grant;
- Ensure that all initial orientation and emergency services are delivered to clients;
- Conduct mental health assessment of all newly arrived adult refugees with client informed consent;
- Ensure services offered by other community and government agencies are provided;
- Provide, organize, and/or coordinate initial appointments and transportation for clients;
- Provide interpretation for clients who speak languages of which the staff is fluent and coordinate translation services for clients who do not speak the same languages as the staff;
- Make referrals to additional or complementary services for clients from other community agencies and follow up, serving as a liaison between service provider and client as necessary;
- Help clients develop self-sufficiency plans to address barriers and set goals;
- Maintain consistent communication with clients on active caseload and follow up on goal progress;



- Monitor client service plans and follow up with clients as outlined by grant requirements;
- Work with volunteers and interns to delegate appropriate case management tasks;
- Refer clients to DOJ staff for immigration services;
- Assist with outreach to clients to engage them in relevant programming, as appropriate;
- Participate in all required training and professional development activities;
- Participate in regular staff meetings, case consultations, and meetings with sponsors;
- Other duties as assigned.

### **Supervisory Responsibilities**

Supervises volunteers and interns serving as case manager assistants or refugee resettlement assistants, as assigned.

### **Qualifications**

- Fluent in Arabic, Burmese, Karenni, Somali, French, Swahili, Kinyarwanda, Tigrinya, Spanish and/or Amharic strongly preferred
- Demonstrated excellent interpersonal and cross-cultural communication skills and ability to thrive in a multicultural setting;
- Demonstrated ability to establish and maintain professional boundaries with staff and clients;
- Demonstrated ability to use strengths-based, person-centered, and trauma-informed approaches in work with clients, coworkers, community partners, and community members;
- Demonstrated ability to develop, implement, and oversee the implementation of policies and procedures;
- Possess compassion, flexibility, and adaptability;
- Demonstrated excellent team building skills;
- Demonstrated capacity to work independently and monitor assigned tasks;
- Ability to transport clients;
- Capacity to follow rigorous documentation demands.

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 job functions.

### **Education and/or Experience**

High school diploma required. Bachelor's degree or higher preferred in a human services, health, or public policy field (social work, human development and family sciences, public health, public policy). Three or more years of experience in the field of human services and/or working with refugees and migrants 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**

### **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.

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

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 \_\_\_\_\_