

JEWISH FAMILY SERVICES JOB DESCRIPTION

JOB TITLE: Refugee Youth Services Case Manager
DEPARTMENT: Refugee Services
REPORTS TO: Youth Services Manager
POSITION: Full Time (37.5 hours/week)

PURPOSE/SCOPE OF RESPONSIBILITY

To promote civic and social engagement and educational and vocational advancement among refugee youth populations (ages 15-24).

ESSENTIAL DUTIES, RESPONSIBILITIES, & COMPETENCIES

- Perform biopsychosocial assessment of the needs and goals of the youth and develop a plan to meet those needs through educational, vocational, and social activities.
- Provide case management that includes documenting services provided and the progress of each youth toward meeting the youth's needs and goals.
- Recruit and train volunteer adult college age mentors on how to support refugee youth, and provide oversight and documentation of volunteer participation in the program
- Connect youth to external and internal resources to meet individual goals.
- Develop and implement group programming to accomplish shared goals, such as learning social and life skills, learn American culture while celebrating ethnic cultural heritage, provide social engagement opportunities, participating in social and civic engagement opportunities, providing academic support, career development opportunities, and health and financial literacy training.
- Participate in obtaining and documenting donations, both financial and in-kind for clients in the program
- Maintains client documentation standards by preparing and completing, in a timely manner, all required records and reports for all assigned clients, electronically in databases and in physical files in accordance with program and agency guidelines.
- Complete agency and program reports on activities in a timely manner

OTHER DUTIES, RESPONSIBILITIES, & COMPETENCIES

1. Shares professional knowledge with staff by seeking out professional development opportunities and sharing new learning with staff.

2. Supports agency operations by appropriately representing the agency in all forums and by demonstrating commitment to agency philosophy, mission, goals, policies and procedures.
3. Contributes to effective use of agency resources by identifying and implementing options for cost containment.
4. Contributes to team effort by accomplishing related results as needed.
5. Uses time effectively by appropriately planning, organizing and scheduling required work hours to meet agency needs.
6. Demonstrates effective judgment by making appropriate decisions, as well as conducting and maintaining a professional manners and appearance at all times.
7. Maintains safe and clean working environment by complying with health and safety guidelines.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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.

- Master's Degree in Social Work, Counseling, or related field.
- Must have working knowledge of Microsoft Word, Outlook, and databases
- Must have excellent organizational skills to work in a team-oriented, fast-paced environment
- Excellent oral and written communication skills
- Experience working with a diverse population of clients
- Multilingual ability preferred

The salary range, duties and responsibilities of this position meets the requirements of Section 13 (a) (1) of the Fair Labor Standards Act and therefore qualifies as an "exempt" position.