

Position: Afghan Placement and Assistance (APA) Case Manager
Department: Refugee Services
Reports to: Resettlement Services Manager
Position: Full Time (37.5 hours/week)

Overview of Position

To provide case management, outreach and support for newly arrived Afghan parolees during Afghan Placement and Assistance program period and beyond.

Requirements

- Works closely with Resettlement Program manager and Director, ESL and Employment program staff and volunteers to coordinate completion of required resettlement tasks.
- Assures that all State Department APA requirements are met in a timely manner, including intake appointments, home visits, ensuring that clients obtain required documents and benefits, and any other program requirements.
- Provides case management, including assessment, counseling, daily interaction with clients and follow up.
- Works closely with clients on barrier removal, one-on-one and/or in group settings.
- Assesses clients by obtaining relevant history, collecting and evaluating information, and providing appropriate referrals as needed.
- Maintains client-related documentation standards by preparing and completing in a timely manner all required records and reports for all assigned clients. (Computerized case notes, Individual Service Strategy (ISS), All Federal, State Department and VOLAG reporting requirements, testing, etc).
- Provides transportation coordination to assist clients in completing core requirements.
- Assists clients with form preparation and discusses their concerns and needs as related to the resettlement process.
- Will maintain a caseload of up to 30 cases at any given time.
- Refer clients to resources internally and externally to meet their needs.

Employment 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.

- Bachelor's Degree in Social Work (licensure preferred), or related fields and/or equivalent experience
- Minimum of one year experience in a related field
- Extensive knowledge/experience in working with diverse populations
- Ability to work after hours and on weekends
- Excellent written and oral communication skills and computer competency
- Current driver's license, insurance, registration and working automobile
- Multilingual ability preferred

