

Job Description

Job Title: Preferred Communities Case Manager
Department: Refugee Services
Reports to: Program Manager
Position: Full Time (37.5 hours/week)

Purpose/Scope of Responsibility

1. To provide intensive case management and group programming to refugee services clients per guidelines of the Preferred Communities grant (<https://www.acf.hhs.gov/orr/programs/refugees/rph>).
2. To provide mental health counseling to clients of Thrive.

Supervises: Interns (BSW and MSW)

Essential Duties and Responsibilities

1. Assures that all Preferred Communities program requirements are met on time.
2. Ensures that all reports (monthly, quarterly, annual) are completed and submitted in a timely manner.
3. Provides intensive case management, including assessment, counseling, daily interaction with clients and follow up.
4. Assesses and creates service plans with clients by obtaining relevant history, collecting and evaluating information, and providing appropriate referrals as needed.
5. Works closely with clients on barrier removal, one-on-one and/or in group settings.
6. Maintains client-related documentation standards by preparing and completing in a timely manner all required records and reports for all assigned clients in all data management systems (Computerized case notes, Apricot and Unicentric documentation, etc.).
7. Involved in creating various agency publications, including brochures, newsletters and other.
8. Maintains professional and technical knowledge by attending agency in-service programs, educational workshops, state and national trainings and conferences, reviewing professional publications and establishing personal networks.
9. Connect clients to external and internal resources to meet individual goals.

Other Duties and Responsibilities

1. Meets client's needs by participating in the planning for necessary services in the agency.
2. Shares professional knowledge with staff by seeking out professional development opportunities and sharing new learning with staff.

3. Establishes the agency as a credible service provider by presenting information at community events and workshops.
4. Supports agency operations by appropriately representing the agency in all forums and by demonstrating commitment to agency philosophy, mission, goals, policies and procedures.
5. Contributes to effective use of agency resources by identifying and implementing options for cost containment.
6. Uses time effectively by appropriately planning, organizing and scheduling required work hours to meet agency needs.
7. Demonstrates effective judgments by making appropriate decisions, as well as conducting and maintaining professional manners and appearance at all times.
8. 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.

1. Masters in social work or related field, and/or equivalent experience
2. Knowledge of refugee populations and/or community service experience is advantageous
3. Computer competency
4. Excellent written and oral communication skills
5. Excellent data management and organizational skills
6. Language proficiency in Arabic, Spanish, Swahili, Farsi or Dari is preferred but not required