

**Position:** Refugee Resettlement Case Manager  
**Department:** Refugee Services  
**Reports to:** Resettlement Services Manager  
**Position:** Full Time (37.5 hours/week)

### Overview of Position

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To provide case management, outreach and support for newly arrived refugees.

### Requirements

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- 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 requirements are met in a timely manner, including intake appointments, home visits, airport pickup, 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, data entry in IRIS, monthly reports, and VOLAG reporting requirements, 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.

### Employment Qualifications

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*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
- Ukrainian Multilingual ability preferred