

Job Description

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

Purpose/Scope of Responsibility

1. To provide ongoing support to the case managers within the intensive case management program provided to refugee service clients per guidelines of the Preferred Communities grant (<https://www.acf.hhs.gov/orr/programs/refugees/rph>).

Essential Duties and Responsibilities

1. Work in collaboration with Preferred Communities Case Managers to assure that all Preferred Communities program requirements are met on time.
2. Meet with Preferred Communities Case Managers to coordinate tasks for enrolled clients
3. Provides intensive case management, which will include daily interaction with clients and follow up, as applicable.
4. Assist with providing cultural orientation to clients on topics such as financial literacy, public transportation, and more.
5. Assesses and creates service plans with clients by obtaining relevant history, collecting and evaluating information, and providing appropriate referrals as needed.
6. Works closely with clients on barrier removal, one-on-one and/or in group settings to help client obtain self-sufficiency.
7. 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, Unicentric documentation, etc.).
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. Supports agency operations by appropriately representing the agency in all forums and by demonstrating commitment to agency philosophy, mission, goals, policies and procedures.
4. Contributes to effective use of agency resources by identifying and implementing options for cost containment.
5. Uses time effectively by appropriately planning, organizing and scheduling required work hours to meet agency needs.
6. Demonstrates effective judgments by making appropriate decisions, as well as conducting and maintaining 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.

1. Bachelor's degree in a Human Service 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