

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

Overview of Position

The Refugee Resettlement Case Manager will be primarily responsible for providing culturally sensitive social services to clients referred to the Reception and Placement Program. The case manager will also be responsible maintaining client files as required by JFS and the Department of State. This position is expected to function effectively with moderate supervision while following the guidelines given on procedures, along with agency, federal, and state regulatory requirements. For more information on the Reception and Placement Program visit this website, <https://www.state.gov/refugee-admissions/reception-and-placement/>

Requirements

- Provide culturally sensitive case management services to refugee clients during the defined timeframe from their arrival to the United States including assessment, counseling, daily interaction with clients and follow up.
- Ensure delivery of services as described in JFS, partner organizations' handbooks and contractual agreements;
- Complete paperwork within appropriate time frames based on JFS policies and contract guidelines;
- Attend weekly meetings with supervisor and team meetings to consult on cases, and to review case plan and direction;
- Collaborate effectively with the appropriate internal staff within JFS programs to coordinate the services for the clients enrolled in their programs as well;
- Develop and maintain understanding of current refugee issues through personal reading, attendance at related seminars, and personal involvement with refugees;
- Keep abreast of community resources and refer clients for support, as needed;
- Provide transportation or transportation coordination to assist clients in completing core requirements. as needed;
- Stay abreast of all agency, federal, and state regulatory requirements related to social services;
- Complete other duties as assigned.
- Will maintain a caseload of up to 30 cases at any given time.

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 with a minimum of one-year experience in a related field
- Extensive knowledge/experience in working with diverse populations
- Excellent written and verbal communication skills and computer competency
- Current driver's license, insurance, registration and working automobile
- Bi-lingual: English/Arabic, French, Kinyarwanda, Swahili, Dari, Pashto, or other indigenous languages
- Case management and case noting experience is strongly preferred;
- Sensitivity in communicating and developing cross-cultural relationships;
- Must be a team player and highly collaborative;
- Ability to work independently and exercise a high level of confidentiality;
- Must be willing and able to work a flexible schedule which may include evening airport arrivals and after hours' work, when necessary;
- Commitment to goals of refugee resettlement and the program mission;
- Must have the physical ability to fulfill essential job functions, including physical lifting of furniture at move-ins;
- Computer and typing skills sufficient to perform essential job functions;