

JEWISH FAMILY SERVICES JOB DESCRIPTION

JOB TITLE: Refugee Family Empowerment Case Manager
REPORTS TO: Director of Refugee Integration Programs
DEPARTMENT: Refugee Services Department

ESSENTIAL DUTIES, RESPONSIBILITIES, & COMPETENCIES

1. Complete assessment with family to identify needs and create service plan on how to meet needs.
2. Provide case management that includes documenting services provided and the progress of meeting needs and goals.
3. Create and implement surveys to identify areas in which cultural orientation is needed.
4. Create cultural orientation sessions related to the identified areas of need, US school system and other topics identified by partners.
5. Coordinate two different cultural parenting circles to allow families to communicate and support each other.
6. Connect family to external and internal resources to meet individual goals.
7. Attend monthly school consultation and additional school meetings, as necessary, such as enrollment appointments, parent teacher conferences or newcomer nights within the school districts.
8. Ensure all school materials, such as school calendars, meeting notices and other important documentation are appropriately translated.
9. Ensure interpretation is available at all school events that families attend.
10. Participate in obtaining and documenting donations, both financial and in-kind for clients in the program and process requests for specific assistance.
11. Maintain client documentation standards by preparing and completing, in a timely manner, all required records and reports for all assigned clients, electronically in the established database and in physical files in accordance with program and agency guidelines.

12. Recruit ORR-eligible families within the first five years of their arrival prioritizing services to youth who have been in the United States for one year or less and those requiring additional social, academic, vocational, or emotional support.
13. Provide outreach and education on JFS and available programming.
14. Assist reception and placement case managers with initial school enrollment and follow up as needed.

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 human services field preferred or 3 years of relevant experience.
- Experience working with multicultural, diverse populations, including refugees.
- Must have working knowledge of Microsoft Word, Outlook, Excel and databases
- Must have excellent organizational skills to work in a team-oriented, fast-paced environment

REQUIRED LANGUAGE SKILLS

- Ability to express oneself in an articulate and effective manner both verbally and in written communication.
- Multilingual ability preferred

REQUIRED REASONING ABILITY

- Ability to deal with abstract as well as concrete concepts, problematic people and situations.
- Ability to define problems, collect data, establish facts and draw valid conclusions.