

CATHOLIC SOCIAL SERVICES POSITION DESCRIPTION

TITLE: Refugee Case Manager Assistant
PROGRAM: Refugee Assistance & Immigration Program
SUPERVISED BY: Refugee Resettlement Coordinator
STATUS: Volunteer (AmeriCorps position)

POSITION SUMMARY: This person is responsible for assistance with case management work, orientation and job readiness training with newly arrived refugee clients enrolled in the Refugee Assistance & Immigration Services Program (RAIS). The Case Manager Assistant is focused on supplementing the work of RAIS case managers in order to promote employment-ready skills. The Case Manager Assistant coordinates with several case managers to assist their caseloads and assists in the classroom for orientation and job readiness training sessions. All work must be performed in accordance with all stipulations of the grant through which this position is funded.

QUALIFICATIONS:

Personal: Must be able to maintain program/client/agency confidentiality, and treat each individual with dignity and respect. Ability to set and observe appropriate personal limits and boundaries. Dependability, maturity and initiative. Good inter-personal skills required. Ability to relate positively to program director, staff, community service providers, and CSS clients. Flexibility to deal effectively with a variety of people, situations, problems and challenges.

Education/Experience: GED or High School diploma required. Preferred: 1 year work experience in human services. Knowledge of Alaska area social services agencies is highly desirable.

Skills: Ability to gather, organize and provide information regarding community resources. Excellent oral and written communication skills required. Bilingual ability (written and verbal) in language used by refugee clients preferred. Ability to write clear, grammatically correct log notes, spell and alphabetize; ability to complete paperwork thoroughly and accurately. Familiarity with internet and experience with e-mail required.

Physical Requirements: Ability to use a telephone and to type efficiently. Ability to climb stairs and to lift up to 50 pounds (small children, boxes of supplies).

Other Requirements: Possess valid Alaska driver's license and good driving record. Reliable transportation, and proof of insurance for any private vehicle used for transportation required. Position requires driving clients to appointments and back home.

Training Requirements: Agency and department orientation; 1st aid/CPR; de-escalation techniques; blood borne pathogens.

POSITION RESPONSIBILITIES:

1. Assist RAIS team in setting up apartments for newly arriving clients and managing the sorting and handing out of donated items.
2. Meet clients at airport and provide initial orientation under RAIS staff guidance.
3. Work with clients under guidance of RAIS staff to provide newly arrived clients with assistance in adjusting to demands of living in America. Help clients get enrolled in various programs such as telephone, utilities and education. Help clients obtain items for basic needs such as groceries and clothing.
4. Provide professional support to clients by maintaining regular contact through office and home visits to offer personal support, consultation, guidance and referrals under the direction of the RAIS staff.
5. Assist case managers in completion of paperwork for school enrollment, enrollment into benefits programs and housing applications under supervision of RAIS staff.
6. Assist clients in completing paper work to achieve tasks such as driver's license, apartment applications, medical forms and job applications, under the supervision of the RAIS staff.
7. Arrange for interpreter or translation as needed to support activities.
8. Research and provide orientation materials specific to client needs individually or in the classroom environment. Assist RAIS staff in implementing class sessions, and implement sessions as the lead regarding these topic areas once trained.
9. Be available to serve clients individually or in classroom groups around English training, computer use, job searching and job readiness skills. Assist clients in seeking, reviewing and applying for possible job opportunities.
10. Keep informed of staff communications, changes in Program policies, procedures, and new community resource information daily.
11. Manage client confidentiality; handle sensitive personal information.
12. Maintain accurate records, including attendance, evaluations, progress reports, RAIS reports and case notes.
13. Answer telephones courteously; log referrals. Return phone and e-mail messages in a timely manner.

Staff Support Responsibilities:

1. Attend staff meetings and in-service training as required.
2. Submit reports to Supervisor as assigned.
4. Perform other special projects and duties as assigned.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____