

**CATHOLIC SOCIAL SERVICES  
REFUGEE ASSISTANCE PROJECT  
JOB DESCRIPTION**

**TITLE:** Refugee Health Promotion Case Manager  
**PROGRAM:** Refugee Assistance & Immigration Program  
**SUPERVISED BY:** State Refugee Health Coordinator/Refugee Health Promotion Manager  
**STATUS:** Full-time (non-exempt)  
**UPDATED:** 02/23/2022

**JOB SUMMARY:** This position is responsible for working with various public health departments, hospitals and medical providers, to ensure that refugees receive timely and equal access to medical services in their community. This position needs to ensure that each refugee, entrant, Afghan parole, asylee, entering Alaska has access to a health orientation and medical case management. In addition, this position will help plan, coordinate, and host refugee health fairs and health education classes.

**GOALS AND EXPECTATIONS OF POSITION:**

Individual will be knowledgeable of the Alaska healthcare system and be able to identify ways in which refugees can improve access to medical care. Based in Anchorage, but the position will support clients statewide.

**QUALIFICATIONS:**

**Competencies:** Must possess critical thinking skills and have the ability to foresee areas that need improvement within the realm of refugee health in Alaska. Must have the ability to develop effective improvement plans as well as the aptitude to build partnerships to see those plans through to completion. Must have experience working with international populations and/or knowledge of cultural backgrounds of refugee populations. Must be able to maintain program/guest/agency confidentiality, and treat each individual with dignity and respect. Ability to set and observe appropriate personal limits and boundaries. Must possess excellent interpersonal skills and be self-confident and flexible. Must be dependable and able to work with people from diverse cultures whose first language is not English.

**Education/Experience:** HS Diploma required. Strong preference is given to individuals with specific health related education/work experience. Strong preference for candidates with experience and ability working with international populations, bilingual abilities and sensitivity to cultural/religious beliefs and practices with regards to health care. Requires one-year work experience in human services.

**Skills:** Excellent communication skills are required. Bilingual in a language represented by the refugee populations served is strongly preferred. Frequent local and in-state travel will be required, valid AK driver's license is required. Must be proficient in basic Office applications such as Word, Excel etc.

**DUTIES & RESPONSIBILITIES:**

1. Assist with Refugee Health Screenings in Anchorage and when necessary statewide.
2. Coordinate medical care plans for newly arrived refugees including medical case management activities.
3. Assist clients with navigation of health insurance and make referrals to the Affordable Care Act when appropriate.
4. Work closely with clients to assist them in accessing medical services and complying with follow up treatment plans.
5. Drive clients to required medical appointments.
6. Work closely with case staff and/or administrative staff to further knowledge of the medical needs that refugees face on a daily basis. This includes coordinating with other agencies serving English Language Learner populations to improve services.
7. Work with health care providers and other interested parties to ensure that refugees have access to appropriate language services for health care needs as entitled through Title VI of the Civil Rights Act.
8. Plan, connect with partners and host refugee health fairs at least quarterly.
9. Develop curriculum, teach weekly refugee health classes, and document classes using the database system.
10. Develop weekly support groups for refugee clients. Host and plan weekly support groups and coordinate transportation as needed to these support groups for vulnerable populations.
11. Teach Health Orientation to all new arrivals.
12. Track progress towards grant goals.
13. Gather and report statistics for grants and agency needs as requested by Program Director.
14. Other related tasks as assigned by supervisor.

**Training Requirements:** Agency and department orientation; First aid/CPR; de-escalation techniques; blood borne pathogens and any other updated training, as required. Attend all staff meetings and in service training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_