

## **CATHOLIC SOCIAL SERVICES JOB DESCRIPTION**

**TITLE:** Intake Case Manager  
**PROGRAM:** Refugee Assistance & Immigration Services (RAIS)  
**SUPERVISED BY:** RAIS Intake Coordinator  
**STATUS:** Full time until funding expires on 9/30/2023  
**UPDATED:** 10/19/22

**JOB SUMMARY:** This person is responsible for enrollment into the Refugee Assistance & Immigration Services (RAIS) program, by conducting intakes with potential clients throughout Alaska. The intake case manager ensures that clients complete the intake paperwork, apply for state benefits as needed, inform clients of benefits they may be eligible for, develop family self-sufficiency plans, budgets, and quality of life scales. Refer cases to the intake coordinator and other staff as needed. The intake case manager of RAIS must perform their service in accordance with all stipulations of the grant through which this position is funded.

### **QUALIFICATIONS:**

**Competencies:** Must be able to maintain program/guest/agency confidentiality and treat each individual with dignity and respect. The ability to set and observe appropriate professional limits and boundaries. Must be dependable, mature and have initiative. Excellent inter-personal skills required. Ability to relate positively to program manager, staff, community service providers, and CSS clients. Flexibility to deal effectively with a variety of people, situations, problems, and challenges. Ability to work alone or as part of a team. Bilingual abilities preferred.

**Education/Experience:** High School Diploma or GED. One year work experience in human services.

**Skills:** Ability to handle crisis situations with minimum supervision. Ability to gather information and assess client situation rapidly and accurately. Excellent oral and written communication skills required. Bilingual ability 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. Working knowledge of Word and Excel. Willing to travel throughout Alaska as needed.

### **DUTIES & RESPONSIBILITIES:**

1. Conduct intakes and complete needs assessments. Assist enrolled clients in developing detailed plans for achieving employment and self-sufficiency, including completing budgets, Quality of Life scales, and initial benefits application.
2. Maintain spreadsheet of potential clients. Schedule intakes in a timely manner.
4. Submit state benefits application, complete interview, and follow up until case is approved.
5. Complete documentation of all meetings with and work related to clients thoroughly, accurately and in a timely fashion. Use appropriate forms, format procedures and policies as prescribed by the Program Manager. All client documentation will be filed in the appropriate client or program file. Complete case notes in multiple online databases.
6. Assign cases to case management team and refer cases to appropriate staff as needed.
7. Assist with interpreter and translation scheduling /coordinating. Serve as interpreter or translator or utilize interpreters or translators as appropriate.

8. Keep informed of staff communications, changes in RAIS policies, procedures, and new community resource info daily.
9. Answer telephones courteously, log referrals. Return phone and e-mail messages in a timely manner.
10. Assist in crisis intervention as necessary, obtaining police, medical, psychiatric, or other emergency services for client(s), as appropriate, and applying CPR techniques when appropriate.
11. Manage client confidentiality; handle sensitive personal information.
12. Submit reports to Intake Coordinator and Program Manager as assigned.
13. Other duties as assigned.

**Physical Requirements:** Able to sit for extended periods of time.

**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. Must be able to meet with clients in person, over the phone, or online. Must have valid driver's license or reliable transportation.

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: \_\_\_\_\_