

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: Case Manager Assistant
PROGRAM: Refugee Assistance & Immigration Services (RAIS)
SUPERVISED BY: RAIS Program Manager
STATUS: Full time
UPDATED: 3/10/2023

JOB SUMMARY: This person is responsible for case management work with newly arriving refugees enrolled in Refugee Assistance & Immigration Services (RAIS). The case manager assists in finding suitable housing, taking the client to initial meetings and assist them in connecting with the necessary community resources to begin life in America. The staff member works closely with the RAIS team to assist new arrivals. Case managers 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. Ability to set and observe appropriate personal limits and boundaries. Dependability, maturity and initiative. Excellent inter-personal skills required. Ability to oversee a diverse classroom setting. 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. Ability to work alone or as part of a team.

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. Strong oral and written communication skills necessary. Bilingual ability (written and verbal) in language used by refugee clients strongly preferred. Ability to write clear, grammatically correct log notes, spell and alphabetize; ability to complete paperwork thoroughly and accurately. Familiarity with computers, internet and experience with e-mail required. Must have driver's license and access to a personal vehicle.

DUTIES & RESPONSIBILITIES:

1. Assist case manager in conducting intakes and complete needs assessments. Assist enrolled clients in developing detailed plans for achieving employment and self-sufficiency, including completing budgets and Quality of Life scales.
2. Assist case managers by providing linkage to community resources.
3. Provide professional support to clients by maintaining regular contact through office and home visits to provide support, consultation, guidance and referrals.
4. Assist clients with all necessary documentation for program services and access to appropriate public benefits and services.
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. Complete case notes in multiple online databases. All client documentation will be filed in the appropriate client or program file.

6. Act as client advocate in locating employment, medical and mental health services, transportation, public benefits and other needed services, through contacts, internet, and other available sources.
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. Other duties as assigned.

Physical Requirements: Able to climb stairs and to lift up to 50 pounds

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 possess a valid driver's license and auto insurance.

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: _____