

## CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

**TITLE:** Case Manager  
**PROGRAM:** Refugee Assistance & Immigration Services  
**SUPERVISED BY:** Program Manager  
**STATUS:** Full-time/hourly/non-exempt  
**UPDATED:** 3/3/2023

**JOB SUMMARY:** This person is responsible for case management work with clients enrolled in Refugee Assistance & Immigration Services (RAIS). The case manager ensures that clients receive support and information about community resources that enable them to move toward and become stabilized in independent living. In many cases, clients will be served for several years. 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. 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. Two years 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.

### **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 and Quality of Life scales.
2. Administer RSS/ASA/USA/other grants as needed, and supportive services.
3. Implement the contract requirements of DPA.
4. Responsible for service coordination by assisting clients in implementing their plans, facilitating access, and providing linkage to community resources.
5. Provide professional support to clients by maintaining regular contact through office and home visits to provide support, consultation, guidance, and referrals.
6. Assist clients with all necessary documentation for program services and access to appropriate public benefits and services.
7. 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.

8. Guide and 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.
9. Assist with interpreter and translation scheduling /coordinating. Serve as interpreter or translator or utilize interpreters or translators as appropriate.
10. Keep informed of staff communications, changes in RAIS policies, procedures, and new community resource info daily.
11. Answer telephones courteously; log referrals. Return phone and e-mail messages in a timely manner.
12. 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.
13. Maintain liaison with community resources, municipal, state, and federal agencies; document contact appropriately.
14. Manage client confidentiality; handle sensitive personal information.
15. Submit reports to Program Manager as assigned.
16. Maintain positive relationships with municipal, state and federal agencies as appropriate. Advocate on behalf of refugees, attending appropriate community meetings, participating in task forces, and seeking legislative support.
17. 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: \_\_\_\_\_