



POSITION TITLE:	Case Manager
FLSA:	NON-EXEMPT
REMOTE:	IN-PERSON
MEDICAID:	YES/NO
CREATED DATE:	12/12/23
REVISION DATE:	

POSITION 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. This case manager is based in the Delta Junction office and will serve both family and single cases. Case managers of RAIS must perform their service in accordance with all stipulations of the grant(s) through which this position is funded.

ABOUT US

CSS is a Catholic human and social services agency and behavioral health care provider that welcomes people of all faiths through its programs and employment. We provide help for our Alaskan neighbors through a variety of supportive service programs, including emergency shelter, food stability, housing, case management, and refugee assistance. CSS empowers individuals and families on their path to permanent stability, creating thriving communities for all. Located in Anchorage, Alaska, CSS is a nationally accredited organization through the Council on Accreditation (COA), which recognizes that CSS provides high quality services that meet best practice standards in the social service field.

Mission: We compassionately serve those in need, strengthen individuals and families, and advocate for the common good.

Vision: All Individuals and Families are Flourishing.

Impact Statement: Catholic Social Services empowers individuals and families on their path to permanent stability, creating thriving communities for all.

Guiding Principles: - Catholic Social Teachings - Reverence for humanity - Striving for excellence - Empowering personal fulfillment - Strengthening through collaboration –

REQUIRED COMPETENCIES

Knowledge: Proficiency with Microsoft Office and ability to learn other software applications.

Ability/Skills: Ability to build rapport and trust with clients and staff; excels in moving clients towards self-sufficiency; carries forward the mission, vision and values of Catholic Social Services; excellent written and oral communication skills; time management skills; ability to write clear, accurate case management notes; ability to complete paperwork thoroughly and accurately; keeping client information updated on the clients' file.

Competency: Must be able to maintain program/client/agency confidentiality and treat each individual with dignity and respect. Excellent interpersonal skills: compassion is a must. Demonstrate dependability, maturity and initiative. Ability to gather information and assess client situation rapidly and accurately. Flexibility to deal effectively with a variety of people, situations, problems and changes. Ability to establish and maintain professional boundaries. Document client appropriately.

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 Refugee Supportive Services (RSS) and other grants as needed
3. Administer relevant supportive services to clients in alignment with grant requirements.
4. Responsible for service coordination by assisting clients in implementing their plans, facilitating access, and providing linkage to community resources.
5. Conduct Family Self Sufficiency Plans, Quality of Life scale, and Budget every 6 months for clients.
6. Provide professional support to clients by maintaining regular contact through office and home visits to provide support, consultation, guidance, and referrals.
7. Assist clients with all necessary documentation for program services and access to appropriate public benefits and services.
8. Complete documentation of all meetings 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.
9. 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.
10. Assist with interpreter and translation scheduling /coordinating. Serve as interpreter or translator or utilize interpreters or translators as appropriate.
11. Keep informed of staff communications, changes in RAIS policies, procedures, and new community resource info daily.
12. Answer telephones courteously; log referrals. Return phone and e-mail messages in a timely manner.
13. 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.
14. Maintain liaison with community resources, municipal, state, and federal agencies; document contact appropriately.
15. Manage client confidentiality; handle sensitive personal information.
16. Submit reports to Program Manager/Director as assigned.
17. Other duties as assigned.

QUALIFICATIONS:

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

Minimum Certs: N/A

Qualifications required in the first six months of employment: 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.

Preferred Qualifications: bilingual ability preferred.

WORK ENVIRONMENT

Work Environment: In person in Delta Junction office.

Physical Demands: Ability to climb stairs and to lift a minimum of 20 lbs.

Travel: Must have valid AK driver’s license; must have own insured vehicle. Must be willing and able to transport clients in personal vehicle. Local travel required with occasional travel to Anchorage.

Location: Delta Junction

_____ <i>Employee Name</i>	/	_____ <i>Employee Signature</i>	_____ <i>Date</i>
_____ <i>Supervisor Name</i>	/	_____ <i>Supervisor Signature</i>	_____ <i>Date</i>