



POSITION TITLE:	Case Manager (Intake/Reception & Placement)
FLSA:	NON-EXEMPT
REMOTE:	IN-PERSON
MEDICAID:	
CREATED DATE:	2/1/24
REVISION DATE:	

POSITION SUMMARY

This person is responsible for case management work with newly arriving refugees enrolled in Refugee Assistance & Immigration Services (RAIS) and will conduct intakes with clients throughout Alaska. This position provides intensive case management for refugees in the first 90 days of their arrival. Case management includes orientation, assistance in finding and setting up suitable housing, providing clients with needed resources, taking clients to initial meetings to assist them in connecting with the necessary community resources, and other needs to help clients begin life in America. The staff member is the first connection for the clients with America and provides support in adjusting to life in Alaska. The staff member ensures that clients complete the intake paperwork, apply for state benefits as needed, informs clients of benefits they may be eligible for, and develops family self-sufficiency plans, budgets, and quality of life scales. This position must perform their services in accordance with all stipulations of the cooperative agreement under 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 –

ABOUT OUR PROGRAM/DEPARTMENT

Refugee Assistance & Immigration Services (RAIS) provides a bridge for refugees (individuals who have had to flee their countries of origin due to the tragedies of persecution and war) and other new arrivals from their former life experiences to the new skills required for success in the United States. Through a focus on economic self-sufficiency, community integration, and a respect for unique cultures, history and traditions, RAIS creates an environment of compassion and encouragement for refugees to flourish.

REQUIRED COMPETENCIES

Competency:

- Must be able to maintain program/guest/agency confidentiality and professional boundaries while treating each individual with dignity and respect.
- Highly organized with keen attention to detail.
- Self-motivated and directed with the ability to work alone or as part of a team.
- Works well within a rapidly changing environment. Supports group decisions and puts group goals ahead of personal goals.
- Communicates openly and honestly.
- Deals with difficult and adverse events while maintaining professionalism.
- Responds appropriately in the face of tension, emotion, and resistance and seeks support from others when necessary.
- Demonstrated leadership, dependability, maturity, creativity, discretion, initiative, and flexibility.
- Ability and desire to work with a variety of people to carry out the mission and purpose of the program.

Knowledge:

- Knowledge of working with people from different cultures.
- Knowledge of how to navigate community resources.

Skill:

- Excellent interpersonal skills
- Strong oral and written communication skills.
- Proficient in basic office applications such as Word, Excel, etc. Familiarity with computers, internet and experience with e-mail required.
- Ability to gather information and assess client situation rapidly and accurately.
- Ability to complete paperwork thoroughly and accurately.
- Bilingual preferred.
- Willingness to learn.
- Discretion, flexibility, and organizational ability sufficient to fulfill position responsibility with minimum supervision.
- Ability to relate to other employees, program participants and the public.

RESPONSIBILITIES:

- In anticipation of new client arrivals, complete pre-arrival duties such as the set-up of apartments, airport pick up, and meal assistance, etc.
- Connect clients to community resources including providing basic orientation to refugees in adjustment period per Reception and Placement guidelines.
- 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. Ensure clients have all necessary documentation for program services and access to appropriate public benefits and services.
- Provide direct intensive case management resettlement support to clients in Anchorage and in outlying areas for their first 90 days post arrival, including ensuring that the provision of immediate needs are met: housing, clothing, healthcare, food, general orientation.
- Coordinate interpreter and translation services. Serve as interpreter or translator or utilize interpreters or translators as appropriate.
- Perform home visits with refugee families and document visits as outlined in the cooperative agreement.

- Maintain client files and document case notes in a timely manner.
- Work closely with case managers and state agencies to ensure refugees receive public assistance benefits in a timely fashion.
- Complete documentation of all meetings with and work related to clients thoroughly, accurately and in a timely fashion using appropriate forms, procedures and policies. All client documentation will be filed in the appropriate client or program file. Complete case notes in online databases.
- Keep informed of staff communications, changes in RAIS policies, procedures, and new community resource info daily. Answer telephones courteously; log referrals. Return phone and e-mail messages in a timely manner.
- 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.
- Manage client confidentiality; handle sensitive personal information.
- Other duties as assigned.

QUALIFICATIONS:

Minimum Education Qualifications:

- High School Diploma/GED

Minimum Experience Qualifications:

1-year relevant experience

Must have valid AK driver's license and have own insured vehicle. Must be willing and able to transport clients in personal vehicle.

WORK ENVIRONMENT

Physical demands: Work is performed in a standard indoor office environment. Occasional lifting of up to 25 pounds. Frequently sitting or standing at a desk for several hours at a time.

Travel: Frequent travel within Anchorage is required. Occasional travel to Wasilla office (16-45%).

Location: Anchorage (4600 Debar)

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