**Job Description**

**Job Title**: Case Manager

**Reports To**: Resettlement Director

**Type:** Part-time, salaried, 15-20 hours/week

**SUMMARY**

The Case Manager provides services that assist refugees in adjusting to life in the United States by helping the refugee or client meet immediate needs upon arrival and by preparing and implementing a resettlement plan in accordance with timelines and requirements of federal, state and other funding sources.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**:

• Serves as an advocate and resource for clients and provides equal treatment to all client groups in accordance with the agency’s commitment to the dignity of all persons.

• Prepares for arrival of refugees, including assuring that housing is available and determining whether special medical attention will be required. Greets refugees at airport and transports them to residences.

• Provides orientation for clients as soon as possible following arrival in accordance with program and contractual guidelines.

• Develops self-sufficiency plan in cooperation with employment specialist with the goal of assisting clients in reaching self-sufficiency within established time periods.

• Assists clients in applying for eligible public benefits, medical assistance, food stamps, cash assistance, enrollment of children in school, obtaining Social Security cards, and other services needed.

• Ensures that refugees receive initial health screening and medical care if needed. Assists clients in obtaining medical coverage through available programs and assists with scheduling medical and dental appointments.

• Arranges for transportation for clients to appointments when appropriate. Obtains the services of an interpreter whenever necessary to ensure culturally and linguistically appropriate delivery of services.

• Monitors client progress through telephone or personal contacts throughout the period of service.

• Maintains client case notes of all contacts with the client and documents all client services in a timely and accurate manner.

• Provides data required for various reports, submits all required reports in a timely and accurate manner.

• Maintains high-quality case file documentation.

• Serves as a liaison with the local community regarding refugee resettlement program questions and assist both the community and the clients to understand each other’s cultures.

• For Secondary Migrants, determines benefits received from previous state of residence in order to determine eligibility for assistance.

•Assist clients in obtaining and retaining employment. Serve as a liaison between the client and the employer.

• Local travel required.

**OTHER DUTIES**:

• Coordinates services with other key staff to assure comprehensive services for the refugee. Attends and participates in staff meetings.

• Participates in community outreach activities that advances the work and message of Canopy NWA and LIRS.

• Abides by high quality of standards of case management and adheres to service delivery expectations of Canopy NWA and LIRS.

• Complies with all federal, state and Lutheran Immigrant and Refugee Service Contracts • Demonstrates an organized and pro-active approach to services to clients, program reporting and communication to all agency staff.

• Performs other duties as assigned.

**SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

• Cross cultural sensitivity and knowledge with the ability and desire to work with people of other cultures, some of whom will be limited-English speakers.

• Ability to perform general mathematical functions and to explain to clients for whom English is not the primary language.

• Functional fluency in one or more foreign languages preferred.

• Broad knowledge of practices, principles, and methods employed in the resettlement of refugees, including a working knowledge and understanding of United States Immigration laws and regulations.

• Written communication skills, ability to write reports and make presentations.

• Detail oriented, extensive documentation skills, organized and able to work in a multi-tasked environment.

• Skilled at crisis management, problem solving and mediation.

• Cross cultural sensitivity and knowledge with the ability and desire to work with people of other cultures.

• Skills in problem solving, negotiations, decision making and mediating conflict.

• Maintains punctuality for work, appointments and report dates.

• Ability to self-start but also works well in a team setting. Can collaborate effectively with others.

• Computer skills in Word, Excel, and the use of email and other applications.

• Must have and maintain a valid driver’s license and provide proof of auto liability insurance.

• Demonstrates commitment to the mission, values and vision of Canopy NWA.

**EDUCATION and/or EXPERIENCE**

Bachelor's degree (B. A.) from four-year college or university; or two years related experience and/or training; or equivalent combination of education and experience. Background in refugee/immigration work a plus.

**LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS**

None required.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, talk and hear. The employee frequently is required to sit and use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

**OTHER**

• Equipment used: computer, calculator, office equipment

• Access: stairs, elevator

• Travel: Local, frequent

• Work Hours/ Shifts: Variable, dependent upon client needs