

## Job Posting



<b>Job Title:</b>	<b>Case Manager</b>
<b>Department:</b>	Integrated Services
<b>Program:</b>	Refugee Resettlement
<b>Reports To:</b>	Refugee Resettlement Program Manager
<b>FLSA Status / Pay Type:</b>	Nonexempt / Hourly

### About Caritas of Austin

Caritas of Austin provides a service continuum for those experiencing poverty that begins with a safety net and links them to resources to achieve self-sufficiency.

We envision a community where there is respect for all individuals, hope for those experiencing poverty and opportunities for self-reliance.

At Caritas of Austin, our hope for our clients, staff, volunteers and community is demonstrated through Commitment, Equity, Respect and Support.

Caritas of Austin provides equal employment opportunity (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.

### Position Summary

This is a full time, grant funded position. The Program Manager and the Department Director select the case manager. The Resettlement Case Manager is responsible for all aspects of service delivery to newly arrived refugees. Refugee families arrive with little or no resources. The case manager plays a critical role in working with these low-income, high risk children and adults to ensure a safe transition to stability.

The goal of the Refugee Resettlement Program is to successfully integrate all arriving refugees via the provision of assistance with basic needs for a period of 4-6 months. This position requires flexibility in working hours and close coordination with other Caritas refugee services programs to ensure that all core services set by the United States Catholic Conference of Catholic Bishops / Migration and Refugee Services (USCCB/MRS) are met.

### Essential Duties & Responsibilities

#### Screening and Referral

- Provides appropriate information, materials, referral, and short-term case level services.
- Identifies and refers clients eligible for long-term case level services within Caritas and other agencies providing social services.

#### Client Services

- Complies with Caritas client services policies and procedures.
- Develops initial case management strategy for each short-term case and reviews it with program manager.
- Develops and maintains ongoing caseload in accordance with Caritas client services policies and procedures.

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- Maintains appropriate professional boundaries in keeping with client services policies and procedures.
  - Delivers client services in a culturally competent manner.
  - Maintains well-documented client files in a timely manner.
  - Appropriately assists clients with basic needs, including:
    - Coordinating housing and apartment furnishings.
    - Meeting newly arriving refugees at the airport day or night.
    - Orientation of new refugees to their apartment and to safety issues.
    - Orientation and discussion, as needed, about parenting techniques.
  - Helping refugees with DHS application for food stamps and Medicaid.
  - Taking refugees to the Social Security office for their social security card.
  - Making home visits as needed.
  - Coordinating with Refugee Health Clinic for initial health screening and follow-up health care as well as making referrals for other health needs.
  - Developing and coordinating with all available social services agencies (including DHS, Social Security Office, and the Refugee Health Clinic) to provide refugees with all core services in compliance with USCC/MRS requirements.
  - Handling cases with short arrival notices.
  - Transporting clients as needed and teaching them to use public transportation in coordination with volunteers.
  - Ensuring that Match Grant clients are actively seeking employment.
  - Complete vouchers for program expenses related to rent, utilities, personal needs, and other services.
  - Budget the R&P, Cuban/Haitian, and Match Grant expenditures according to the need of each case and within the allowable grant reimbursement level.
  - Maintain accurate records of client expenditures: vouchers, receipts, etc.
  - Ensuring children are enrolled in appropriate school and educational programs. Referring children to youth programs, e.g. summer camps.
  - Work with special cases e.g. youth arriving with adult guardian other than parent.

#### **Orientation and Training**

- Participates in the orientation and acculturation of newly arrived clients.
- Refers and tracks clients' attendance at ESL classes.

#### **Organizational Support Functions**

- Comply with timely reporting requirements e.g. 30, 90,120,180-day reports.
- Attends and participates in staff meetings, and organization planning and training functions.
- Complies with administrative procedures, reporting and record keeping policies.

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- Establishes and maintains good working relationships with co-workers and others across entire organization to carry out the mission of Caritas, for example, working in the Community Kitchen or at a special event

**Other**

- Perform other duties as assigned by supervisor.
- Develops an approved plan for professional development.
- Treats clients, staff, and the general public with courtesy and respect.

<b>Qualifications</b>
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**Education**

Bachelors in Social Work/related field required. Master's in Social Work preferred

**Experience**

At least one year of experience in the area of social services. Previous strong case management experience required.

**Skills**

Outstanding organizational skills

Valid driver's license and ability to drive van.

Must be bilingual – English and by order of preference: Arabic, Kinyarwanda/Kiswahili, Burmese, French, Somali or Spanish.

**Computer Skills**

Must be computer literate.

Microsoft Word, Excel, and PowerPoint

**How to Apply**

Please email cover letter and resume by May 26<sup>th</sup> to [resettlementjobs@caritasofaustin.org](mailto:resettlementjobs@caritasofaustin.org)

**Pay Range**

Depends on education and experience

**Benefits**

Paid Time Off

Medical/Dental/Vision Insurance

Life and Disability Insurance

Paid Holidays

Retirement Plan with Employer Match

EAP (Employee Assistance Program)

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