

## Job Posting



<b>Job Title:</b>	Resettlement Case Manager–Extended Case Management Services Grant
<b>Department:</b>	Integrated Services
<b>Reports To:</b>	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 position is currently funded for 24 months. The Program Manager and the Department Director select the case manager. This Resettlement Program Extended Services Case Manager is responsible for coordinating services for vulnerable refugee families and individuals needing assistance beyond the 180 day service period. This position requires the case manager to be responsible for needs reassessment, service plan development, brokering services to meet client needs, linking clients to services and resources, coordinating service delivery and advocating for clients. The initial project period for this grant is 2 years.

### Essential Duties & Responsibilities

**Compliance with Service Period** - Vulnerable families and individuals referred for services can receive extended case management services for a maximum period of 6 months beyond exit from the initial service period. Services can only be extended with prior approval by the Resettlement Program Manager. The following program services will be provided:

**Needs Reassessment** – must be conducted with each client to reassess needs for housing, finances, health and mental health, education, recertification for public benefits and other related services. This must result in a Service Plan that includes a clear plan of action with goals and objectives for increasing client well-being, activities to be conducted by the client, tasks to be performed by case manager, and estimated date by which services will be completed.

### Case Management and Basic Needs Support

- Complies with Caritas client services policies and procedures.
- Maintains appropriate professional boundaries in keeping with client services policies and procedures.

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- Delivers client services in a culturally competent manner.
  - Provides supportive functions such as client advocacy, assistance, networking and family support, becoming thoroughly acquainted with community resources available for clients needing extended services.
  - Must coordinate, and facilitate, referrals to other service providers
  - Maintains well-documented client files, including electronic records, in a timely manner.
  - Appropriately assists clients with basic needs, including:
    - Coordinates decent, safe, affordable and sanitary housing.
    - Other basic necessities; as appropriate.
  - Helping clients with DHS recertification for food stamps and Medicaid.

**Health Referrals** - the case manager will coordinate health insurance services and access to medical services.

**Other Services** – In addition to the services noted above, the case manager, in consultation with the program manager, will determine the need to:

- Conduct home visits
- Assist with applying for SSI (Supplemental Security Income) as needed
- Refer to ESL classes and other educational programs
- Inform on the legal requirement to notify U.S. Dept. of Homeland Security of each change of address and new address; adjustment of status, etc.

**Case File Documentation** –The information to be maintained in the case files includes:

- Intake/Needs Reassessment Form
- Biographical information
- Authorization of release of information (signed by client) as needed
- Service Plan (signed by client)
- Case notes
- Health referral and other medical records, as appropriate
- Other services referrals, as appropriate
- Public benefits assistance records

**Organizational Support Functions**

- Comply with timely reporting requirements.
- 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, such as volunteers, to carry out the mission of Caritas

**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 & EXPERIENCE**

- Bachelors in Social Work/related field required. Master's in Social Work preferred.
- At least two (2) years' experience in the area of social services. Previous case management experience required.

**SKILLS**

- Bilingual – English and MUST be fluent in one of the following languages – Arabic, Kiswahili, Dari, Farsi, French or Somali.
- Strong organizational ability needed.

**OTHER**

Valid driver's license and ability to drive van. Must have 3 years of clean driving record.

**COMPUTER SKILLS**

Must be computer literate.

**How to Apply**

Please email cover letter and resume to [resettlementjobs@caritasofaustin.org](mailto:resettlementjobs@caritasofaustin.org)

A cover letter and resume are required from all qualified applicants.

No phone calls please.

**Pay Range**

\$16.00 to \$17.00 per hour

**Benefits**

Medical/Dental/Vision Insurance

Life and Disability Insurance

Paid Holidays

EAP (Employee Assistance Program)