

## Job Posting

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Caritas of Austin is excited to expand its mission to provide a service continuum for those experiencing poverty that begins with a safety net and links them to resources to achieve self-sufficiency. Caritas of Austin is looking for a **Resettlement Case Manager** who will be responsible for all aspects of service delivery to newly arrived refugees.

### **Ideal Candidate Profile**

*Refugee Client Services is your Wheelhouse* – You will assist 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.

*Collaborative Approach* - You love being part of a team and also have the ability to work independently in a fast-paced environment. You will have close coordination with other Caritas of Austin refugee services programs and with all available social services agencies (including DHS, Social Security Office, and the Refugee Health Clinic) to ensure that all core services are met and in compliance with the United States Catholic Conference of Catholic Bishops / Migration and Refugee Services (USCCB/MRS) requirements.

*Flexible Multi-Tasker*– You respond to individual client concerns with accurate information in a respectful, effective, and timely manner. You may need to handle cases with short arrival notice. Every day brings a variety of activities: helping refugees with DHS application for food stamps and Medicaid, taking refugees to the Social Security office for their social security card, and making home visits, to name a few.

*Friendly and Empathetic* - 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. You enjoy interaction with clients. You listen and respond to client concerns professionally and with compassion. You enjoy working with newly arrived refugees of varied cultures and ethnicities.

*Mission Driven* - You're looking for a job that makes a difference. For over 50 years, Caritas of Austin has been a turning point in people's lives. Each year we serve thousands of families and individuals who do not have a stable place to call home. Through comprehensive, relationship-based services, Caritas of Austin turns crisis into stability and empowers people toward the life they want. We believe that a thriving community derives its strength from providing all members the opportunity to be self-reliant.

*Organized Planner* - You have incredible organizational skills that allow you to maintain client files with required forms, case notes, and client assistance check request documentation. You will consistently and accurately complete data entry of client information using the agency database systems.

**Requirements:** *Please see full job description at <http://www.caritasofaustin.org/about/careers> for more details of requirements and responsibilities.*

- Bachelors in Social Work/related field required. Master's in Social Work preferred
- At least one year of experience in the area of social services. Previous strong case management experience required.
- Must be bilingual – English and by order of preference: Arabic, Kinyarwanda/Kiswahili, Burmese, French, Somali or Spanish.

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**Pay Range:** Depending on education and experience \$16.88 per hour to \$18.53 per hour

**Benefits:** 20 days of accrued Paid Time Off per year plus 12 Paid Holidays per year; Medical, Dental, Vision, Life and Short and Long Term Disability Insurance; Retirement Plan with Employer Match: 50 cents per dollar up to 3% when you contribute 6%; EAP (Employee Assistance Program)

**To Apply:** A cover letter and resume are required from all qualified candidates. Please send them via email to [resettlementjobs@caritasofaustin.org](mailto:resettlementjobs@caritasofaustin.org)

## ***Job Description***

<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>	Non-Exempt / Hourly

### **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 (e.g. volunteers) as necessary 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.

### Qualifications

#### 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

### Competencies

**Job Knowledge/Technical Knowledge:** Demonstrates a sound working knowledge of current role and the technical systems, applications and equipment used in performing this role, and understands the impact this role has on other business functions within the organization

**Communication:** The ability to write and speak effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others

**Organization:** Uses time efficiently by prioritizing and planning work activities

**Integrity and Respect:** Demonstrates upmost level of integrity in all instances, and shows respect towards others and towards company principles

**Judgment:** Demonstrates ability to make independent and sound decisions in all situations

**Teamwork:** Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions

**Quality:** Sets high standards and measures of excellence to ensure quality assurance in every aspect of work performed

**Accountability:** Takes personal responsibility and ownership for adhering to all company policies and procedures while also completing work timely and in accordance with performance expectations

**Customer Service:** The ability to demonstrate a series of activities designed to enhance the level of customer satisfaction.

**Interpersonal Communication:** Writes and speaks effectively based on the psychological, relational, situation, environmental and cultural dynamics within the situation

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**Manages Change:** Demonstrates effectiveness and flexibility with changing environments, responsibilities, tasks, and people

**Attention to Detail:** Follows detailed procedures to ensure accuracy in the entry and reporting of data.

**Problem Solving:** Identifies and resolves issues timely by gathering and analyzing information skillfully

#### Physical Demands

- Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow or slippery surface.
- Substantial movements (motion) of the wrist, hands, and/or fingers in a repetitive manner
- Uses personal computer approximately 6-7 hours per day
- Uses telephone and email to communicate with clients and other professionals, approximately 2-4 hours per day.
- Sits approximately 6-7 hours per day.
- Exerting up to 20 pounds of force occasionally to lift, carry, pull, or otherwise move objects
- Bending, stooping and reaching several times through a shift.
- Must be able to see clearly with or without corrected vision.
- Ability to drive to and from client locations, this may involve sitting for extended periods of time.
- Manual dexterity sufficient to reach/handle items and work with the fingers
- Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors)

#### Work Environment

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation
- Moderate noise (examples: business office with computers and printers)

#### Work Hours/Schedule

- Regular – Normal work hours and days assigned based on a work week of 40 hours. Some night and weekend work will be required.