

## Asylum Seeker Program Case Manager

**Job Title:** Asylum Seeker Program Case Manager

**Department:** Resettlement

**Reports To:** Director of Resettlement

**Date:** June 2022

An Asylum Seeker Program Case Manager is responsible for the providing case management services to asylum seekers. This may include providing referrals to legal services, housing services, food pantries, ESL and employment programs, organizations offering financial assistance, mental health services and youth services.

### Primary Responsibilities

#### Case Management (60%)

- Provide a bridge between RefugeeOne and the asylum seeker population in Chicago. Reach out to this population and inform them of services available at RefugeeOne.
- Knowledgeable about all services, inside and outside of RefugeeOne, available to assist clients in achieving self-sufficiency and makes all appropriate referrals.
- Monitor client progress in all areas.
- Maintain close contact with clients.
- Provides bilingual services as able; knows how to access bilingual services and works collaboratively with all programs at RefugeeOne including youth program, MCM, immigration, Wellness, housing and employment.
- Work collaboratively with service providers inside and outside of RefugeeOne to achieve client well-being and self-sufficiency, providing referrals as needed.
- Provide mediation when needed between client and outside services and organizations (medical, landlords, government agencies, etc.).
- Accompany clients to meetings and appointments as needed to educate client on travel and navigating systems.
- Patient and courteous in the provision of services to all clients and in interactions with all others.

#### Compliance and Reporting (30%)

- Maintain accurate and adequate case files, case notes, and data using RefugeeOne systems, electronic and file system
- Complete all required reporting for contracts accurately and on time.

#### Administration (10%)

- Complete all timesheets, expense reports and other needed documentation accurately and on time.
- Return communications (phone, email, mail) to internal and external colleagues and service providers within 24 hours
- Attend and participates in department and agency meetings.
- Completes other duties and tasks as assigned.

## Competencies include:

- Spanish as a second language required
- Fluent in Haitian Creole preferred
- Exceptional problem solving skills, including the ability to develop and follow through with practical solutions
- Collegial and collaborative with colleagues – a team player
- Able to make decisions quickly using judgment and discernment
- Is able to maintain calm, professional demeanor and take action in stressful situations
- Resilient and Resourceful
- Excellent organizational skills
- Strong time management skills; able to juggle multiple priorities and responsibilities
- Ability to set appropriate boundaries, including the ability to say “no” when in the best interest of the client and agency
- Able to maintain patience and courtesy even in difficult circumstances
- Excellent communication skills with non-native speakers of English
- Excellent interpersonal skills with individuals from a variety of ethnicities, cultures and backgrounds
- Demonstrates respect for people from all races, cultures, religious and ethnic backgrounds
- Flexible in work schedule
- Passion for the mission and vision of RefugeeOne

## Education/Experience:

- Bachelor’s degree preferred.
- Strong computer skills, including working knowledge of Microsoft Office; Outlook, Word, and Excel.
- Experience working with individuals and groups from diverse ethnic and faith communities preferred.

## Success Indicator: Outcome Measurements

- Provide services to 100 asylum seekers in 2022.
- Clients express satisfaction with RefugeeOne services.
- Meet contractual requirements pertaining to client services and success.
- Case notes and files are up to date at all times, updated within 48 hours of services provided, leading to positive monitoring results.
- Courteous and respectful to clients as evidenced by RefugeeOne receiving no more than 4 complaints in one year regarding customer service

**COVID-19 vaccination required.**

**Salary: Competitive, commensurate with skills. Excellent benefits and generous paid time-off.**

**To apply, send resume and cover letter to Jan Douglas at [jdouglas@refugeeone.org](mailto:jdouglas@refugeeone.org). NO PHONE CALLS, PLEASE.**