



Intensive Case Manager

Job Title: Case Manager
Department: Intensive Case Management, Adjustment Program
Reports To: Director of Resettlement
Date: March 2022

The Case Manager for the Intensive Case Management Program will be responsible for offering case management and interpretation services to clients with adjustment challenges and medical needs.

Role	% of Time	Primary Responsibilities
Intensive Case management services	60%	<ul style="list-style-type: none"> ✓ Work with staff members to identify clients needing intensive case management services. ✓ Conduct intake with clients to determine individual needs and create service plan. ✓ Assist clients in applying for all public benefits if needed. ✓ Assist with social security and state ID applications if needed. ✓ Accompany clients to medical appointments as needed. ✓ Help client develop a social network of support. ✓ Help clients build confidence and skills to move towards independence. ✓ Strengthen service networks and community linkages. ✓ Identify new service resources and community partners. ✓ Assist in training and matching volunteer as needed. ✓ Assist in recruiting and training former refugee and immigrant leaders as mentors and volunteers to assist clients. ✓ Assist with providing extended cultural orientation to clients. ✓ Case note all client interactions on ExtendedReach and RefugeeOne database.
Interpretation services	20%	<ul style="list-style-type: none"> ✓ Assist other RefugeeOne programs with interpretation as needed.
Compliance and Reporting	10%	<ul style="list-style-type: none"> ✓ Maintain accurate and adequate case files, notes, and data using RefugeeOne’s electronic and file systems. ✓ Complete all required reporting accurately and on time. ✓ Conduct assessments to assess client progress.
Administration	10%	<ul style="list-style-type: none"> ✓ Return communications (phone, email, mail) to internal and external colleagues and service providers within 48 hours ✓ Attend and participate in department and agency meetings. ✓ Complete other duties and tasks as assigned.

Competencies include:

- Exceptional problem solving skills, including the ability to develop and follow through with practical solutions
- Collegial and collaborative – 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 especially 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.
- Multi-Lingual.

Success Indicators/Outcome Metrics:

- Identifies and enrolls a minimum of clients in ICM services.
- Assists in providing mentorship for at least 50% of clients enrolled.
- Submits accurate reports as needed.
- Courteous and respectful to clients as evidenced by RefugeeOne receiving no more than 4 complaints in one year regarding customer service

Potential Career Path:

- Other direct service positions within RefugeeOne

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.