

Job Posting May 2023

Position Title: **Intensive Case Manager**
Department: **Resettlement Services**
Job Type: **Full-time**

Job Function:

- 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, social security and state ID applications if needed.
- Assist clients with making medical appointments, identifying providers. Accompany clients to medical appointments as needed.
- 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.
- Case note all client interactions on ExtendedReach and RefugeeOne database.
- Maintain accurate and adequate case files, notes, and data using RefugeeOne's electronic and file systems and complete all required reporting accurately and on time.
- Conduct assessments to assess client progress.
- Return communications (phone, email, mail) to internal and external colleagues and service providers within 48 hours and attend and participate in department and agency meetings.
- Complete other duties and tasks as assigned.

Competencies:

- Strong time management skills; able to juggle multiple priorities and responsibilities
- Excellent organizational, networking and communication skills.
- Demonstrated ability to work effectively with diverse populations.
- Able to maintain patience and courtesy especially in difficult circumstances

Requirements:

- Second language would be helpful (Arabic, Swahili, Rohingya)
- Bachelor's degree preferred
- Strong computer skills including working knowledge of Microsoft Office, Outlook, Word and Excel.
- **Must have valid driver's license and use of a car.**
- **COVID-19 Vaccination required**

Salary: Commensurate with credentials and experience. Excellent benefits package.

To apply, send resume and cover letter to Jan Douglas at jdouglas@refugeeone.org

NO PHONE CALLS PLEASE