



JOB TITLE: Refugee Case Manager

FLSA DUTIES STATUS: Non-Exempt

REPORTS TO: Director of Refugee Resettlement

JOB OBJECTIVE: The Refugee Case Manager functions as a primary contact for individuals and families newly arrived through the Refugee Resettlement Program. Resettlement activities are conducted through the Reception & Placement (R&P), Refugee Cash Assistance (RCA) and Refugee Social Services (RSS) through contracts with the United States Conference of Catholic Bishops (USCCB) and the State of Oklahoma.

The overall goal of the program is to help refugee families become self-sufficient in their new communities by providing basic needs and core group of services as well as determining eligibility for state funded programs.

Refugee Case Manager may specialize in one a particular contract; however, staff are expected to be knowledgeable of all services and provide such as assigned.

This is a temporary position expected to end on or before September 30, 2023.

The essential job duties include but are not limited to:

- Maintains a caseload of clients.
- Completes core services as outlined in the R&P Cooperative Agreement.
- Completes intake procedures, including eligibility for RCA benefits, completion of Family Self Sufficiency Plan, Individual Employability Plan, and other forms as required.
- Assists in the enrollment of refugee children in appropriate school and educational programs, as applicable.
- Provides appropriate information, materials, and referrals to employment and social services as applicable.
- Keeps up-to-date case-notes, maintains file documentation and conducts periodic file maintenance in a confidential and accurate manner as required by CCAOKC.
- Follow financial guidelines in issuance of RCA funds.
- Monitors and submits reports on the status of client participation as outlined in the Oklahoma State Plan and RCA/RSS policy.

- Conducts all services in a culturally and linguistically appropriate manner, according to contract guidelines and/or agency policies and procedures.
- Arranges for and utilizes appropriate interpretation and/or translation services as needed
- Communicates, as necessary, with third parties, such as employers, US Ties, school officials and welfare staff, on behalf of the clients.

Ancillary job duties include, but are not limited to:

- Advocates on behalf of the clients as necessary throughout the broader community.
- Actively participates in case meetings and other department, agency, community and provider meetings.
- Conducts outreach to clients through participation in outside events and distribution of material within the community including ethnic and community affairs, churches and other sites frequented by immigrants and refugees.
- Attends conferences and trainings as assigned.
- Prepares timely and accurate statistical data and other reports as required by the grant.
- Complies with all federal, state, and funding requirements as applicable.
- Other duties as assigned by Director of Refugee Resettlement

SUPERVISORY RESPONSIBILITIES:

- This position has no supervisory responsibilities.

MINIMUM QUALIFICATIONS FOR CONSIDERATION:

- High school diploma; at least 2 years of experience that is directly related to the duties and responsibilities specified;
- Bachelor's degree in a related social service field is preferred.
- Multi-lingual Bi-lingual preferred (Vietnamese, Burmese, Kinyarwadan, Spanish, Pashto, Dari, etc.).
- Ability to drive and possess a valid Oklahoma Driver's License and clean driving record.

Knowledge, skills and abilities:

- Strong verbal and written communication, listening, and presentation skills.
- Strong flexible interpersonal skills required to interact effectively with employees and managers at all levels in the organization.
- Excellent organizational skills required to ensure that multiple tasks receive adequate and timely attention.
- Ability to counsel clients and/or families in life management and coping skills.
- Ability to gather data, compile information, and prepare reports.
- Knowledge of psychosocial interviewing and counseling techniques.
- Knowledge of community support services and funding agencies

- Records maintenance skills.
- Able to function autonomously and be proactive.
- PC literate and proficient.
- Good proficiency in Microsoft Office applications, including Excel.
- Good organizational and time management skills.

PHYSICAL REQUIREMENTS:

- This is sedentary work that requires the following physical activities:
- Sitting for long periods of time, walking, finger dexterity, feeling, repetitive motions, talking, hearing, and visual acuity.
- Occasional lifting (up to 10 pounds of computer equipment or paper supplies).
- May be required to travel by car or plane to business events or other company locations. Travel may require prolonged sitting or standing.
- Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS:

- Normal office environment.
- May be subjected to fast-paced decision making, crisis situations.

NOTE: The above statements are intended to describe the general nature and level of work performed by an employee in this position. These statements are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of employees in this position.

Nothing in this job description restricts management's right to assign or reassign job duties as required. This job description is not to be construed as a guaranteed contract of employment for a definite period of time.

I have read this job description and understand the duties included in it.

Employee Signature

Date