

NC African Services Coalition

The North Carolina African Services Coalition (NCASC) is a 501(c) (3) Non-profit organization that provides services to refugees, immigrant and asylees who resettle in Guilford County.

Job Title: R&P Case Manager

Report to Operations Manager/Employment Specialist

Primary Job Purpose:

NCASC provides culturally and linguistically appropriate services to foster the early self-sufficiency of refugee and asylee clients. The Reception and Placement Program Case Manager provides orientation and on-going case management services to family reunion and free case refugees resettled through R&P refugee Program. The Case Manager offers support and services to refugees to help them successfully make a new home in the United States. Working in concert with agency staff, volunteers and external partners, ensures that refugee families receive required resettlement services in compliance with national resettlement standards protocol as well as NCASC case management principles. Core services include airport reception, initial housing setup, orientation to the clients, and assistance with application for public benefits, children's school enrollment, adult English as a Second Language (ESL) enrollment, health assessment and obtaining employment.

Key Responsibilities:

Oversee case management for incoming community member in order to provide systematic, coordinated, and timely service delivery that address community member needs holistically and contributes cultural adjustment and self-sufficiency, including:

- Follow established eligibility criteria; identifying needs; developing service plans; providing general counseling, referrals and other assistance; tracking clients progress; and assessing program effectiveness.
- Document each client's case through forms and case notes, indicating all contacts made with and on behalf of clients in order to provide internal and external evaluations of program accomplishments.
- Conducts intake interview and assessment of newly arrived refugee families. Provides cultural and program orientation and information to newly arrived clients, including information regarding rights and responsibilities, as well as federal and local services available to clients.
- Creates comprehensive case plan with client and works together with client to help them meet self-sufficiency goals.

- Assist clients in connecting with community resources; counsel and act as client advocate in locating employment, medical and mental health services, transportation, public benefits and other needed services, through contacts, internet, and other available sources.
- Work with colleagues, volunteers and key stakeholders in the local community to ensure that refugees are offered all core services in a timely manner.
- Advocating on behalf of the clients throughout the broader community.
- Documents all contacts and services in client case files and maintain case note logs as per the PRM quality standard protocol and ECDC SOPs. Ensure that all core services are documented in the case notes as well as in the operational guidance report. Complete 90 day reports for all clients and additional reports as necessary.
- Offer interpretation and translation services to refugee clients, as well as transportation to interviews and appointments as necessary. (Compensation is paid by NCASC for mileage when using personal vehicle.).
- Secures housing that is decent, safe, and sanitary; assists with establishing apartment and setting up utilities. Furnishes apartments with donated beds, sofas, tables, chairs, etc. in preparation for arrival of new clients. Besides, manage pre-arrival purchases and cultural meal for newly arriving clients.
- Secures payments to vendors and clients and maintains individual clients direct assistance budgets. Follow up the transfer of utilities account to client's name.
- Adheres to agency case management principles and resettlement program service delivery philosophy –client and outcome based policy and internal program manuals.
- Participates in program and agency initiatives aimed quality improvement and routine program maintenance.
- Attends weekly resettlement outreach services coordination meetings, supervisory meetings and other agency staff meetings and trainings.
- Meets new arrivals at airport; transports to new apartment and provides home safety orientation.
- Provides on-going case management to clients according to the terms of the Cooperative Agreement with Bureau of Population, Refugees and Migration of the State Department.
- Provides one-on-one guidance and information in regards to financial responsibilities, budgeting, and short and long term financial planning; Secures payments to vendors and clients and maintains individual clients direct assistance budgets.
- Provides referrals to social service providers and government agencies; schedules appointments. Follow up benefits application and make sure its documentation in client case note log.
- Conducts home visits and home inspections to ensure welfare of clients as well as adequacy of services, housing and basic needs support; paying special attention to cases that include minors.

- Keep informed of staff communications, changes in Project policies, procedures, and new community resource info daily.
- Answer telephones courteously; log referrals. Return phone and e-mail messages in a timely manner.
- Assist in crisis intervention as necessary, obtaining police, medical, psychiatric, or other emergency services for client(s), as appropriate.
- Manage client confidentiality; handle sensitive personal information.
- Performs other related duties as requested.
- Works evening and/or weekend hours on occasion as required.

Qualifications:

Education:

Bachelor's degree (B.A.). in social work or related field; or one to two years of related training and experience; or other equivalent combination of education and demonstrated experience.

Experience:

The successful candidate must have a minimum of one year's previous work experience working with refugees and immigrants, providing familiarity with U.S. refugee and/or immigration issues and terminology. A background in case management or social work and/or professional interpretation is desirable. **Fluency in English plus other language used by refugee clients is essential.**

Personal:

- Must be able to maintain program/client/agency confidentiality, and treat each individual with dignity and respect.
- Ability to set and observe appropriate personal limits and boundaries.
- Ability to handle crisis situations with minimum supervision. Skilled at crisis management, problem solving, decision making and mediation.
- Self-directed, motivated and able to handle multiple projects simultaneously.
- Excellent inter-personal skills required.
- Ability to relate positively to program director, staff, community service providers, and NCASC clients.
- Flexibility to deal effectively with a variety of people, situations, problems and challenges.
- Ability to work independently or as part of a team.
- Maintains punctuality for work, appointments and report dates.
- Commitment to the mission, vision and values of ASC.

Knowledge, Skills and Abilities:

- Knowledge of public benefits system in NC: TANF (Work First), Refugee Cash assistance, Medicaid, Food stamps, SSI, and subsidized housing programs.
- General knowledge of resettlement practices in the U.S. including a working knowledge of United States immigration laws and regulations.
- Cross cultural sensitivity and knowledge with the ability and desire to work with people of other cultures.
- Detail oriented, extensive documentation skills, organized and able to work in a multi-tasked environment.
- Ability to gather information and assess client situation rapidly and accurately.
- Excellent oral and written communication skills required. Bilingual ability (written and verbal) in language used by refugee clients essential.
- Ability to write clear, grammatically correct log notes, spell and alphabetize; ability to complete paperwork thoroughly and accurately.
- Required computer skills: Word, Excel, Internet, Gmail, Outlook. Comfortable in utilizing new programs and databases.

Physical Requirements: Able to use a telephone and to type efficiently. Able to climb stairs and to lift up to 50 pounds (small children, boxes of supplies).

Other Requirements: valid NC driver's license. Reliable transportation. At least a liability insurance for vehicle is required.