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Intensive Case Manager

Description

Under the direction of the Resettlement & Resource Navigation Senior Manager and Ongoing Services Manager, the Intensive Case Manager is responsible for the direct service provision of Preferred Communities Services to refugee clients. The caseload of the Intensive Case Manager will focus on clients with special vulnerabilities, including single parents, youth, elderly, physical and mental health needs, LGBTQI clients, and other special needs clients. The Intensive Case Manager will be available to work both remotely and in the NewAP office, following NewAP guidance regarding office re-opening. The position will involve frequent in-person work in the field. The position requires access to transportation and ability to work occasional early morning and evening hours.

Responsibilities

- Recruits Preferred Communities-eligible clients from internal and external partners
- Conducts intake, orientation, and needs assessment with each client and develop individualized service plan
- Completes semi-annual assessments for self-sufficiency for each client
- Coordinates logistics for new arrivals eligible for Preferred Communities program
- Direct service delivery of intensive case management services, including referrals to community resources, transporting clients to appointments, benefits applications, and advocacy with community partners
- Liaises with other service providers to ensure coordinated service delivery to clients
- Builds and maintains relationships with community partners to ensure viable referral opportunities for Preferred Communities clients
- Maintains regular contact with each client throughout the Preferred Communities program term (minimum of once every 30 days)
- Ensures interpretation is available to clients throughout service period
- Coordinates delivery of quarterly workshops on Preferred Communities-related topics
- Follows NewAP and CDC guidance for safe(r) provision of in-person services and in limited in-office work hours, remains up-to-date on latest requirements and recommendations
- Completes case-related paperwork, and maintains up-to-date case note log in extendedReach database
- Assist in preparing monthly, quarterly and semi-annual reports
- Attend all required meetings and trainings
- Ability to work early mornings, nights and weekends when needed
- Other duties as assigned

Qualifications

- Minimum of two years' experience in case management, social work, or human services field
- A personal passion to assist refugees and immigrants with their efforts to

Industry

Resettlement & Resource
Navigation

Employment Type

Full Time

Working Hours

Monday – Friday, 9:00 AM to 5:00
PM Daily, Occasional Early Morning
and Evening Hours Required

gain and maintain self-sufficiency

- Ability to handle volume of detail involving confidential information and requiring execution of assignments without close supervision
- Ability to build rapport with diverse communities
- Flexibility and ability to problem-solve
- Ability to work in a team to achieve goals
- Excellent written and verbal communication skills
- Ability to effectively work remotely and utilize technology platforms including Zoom
- Availability for evening, weekend, and early-morning appointments as needed
- Proficiency in refugee languages preferred (Kinyarwanda, Swahili, Arabic, Farsi, Spanish, Chin, Burmese, French, Tigrinya)
- Driver's license, good driving record, and access to reliable personal vehicle required. This position involves frequent use of agency and personal vehicles to transport clients/field

Job Benefits

This is a full-time, salaried position with an annual salary range of \$33,000 – \$40,000. Employer contributes to medical, dental and vision insurance. Employer pays life and disability insurance. Fourteen (14) paid holidays and a generous paid time off policy. Employee has the option to contribute to 401(k).

Contacts

To apply please email your resume and cover letter to careers@newamericanpathways.org.