



<https://newamericanpathways.org/employment-and-internships/ukraine-services-case-specialist/>

Ukraine Services Case Specialist (Ukrainian-Speaking)

Employment Type
Full-time

Description

Under the direction of the Ukraine Services Program Manager, the Case Specialist is responsible for supporting the provision of health screening, general doctor appointments, transporting clients as needed, and assisting case managers to Ukrainian humanitarian parolees as outlined in the Preferred Community (PC) GAP program in accordance with the New American Pathways policies. The Case Specialist will be directly involved in providing both oral and written interpretation for the Ukrainian parolee clients. The incumbent serves as the primary in-person contact for the Ukrainian parolee clients and works closely with Ukrainian sponsors in the community. The Case Specialist further provides assistance to Ukrainian case managers and program managers to ensure proper coordination of client services is delivered. The position will involve frequent in-person home visits in the field to assess clients' housing situations including access to education and employment. This position is contingent on grant funding. **Ukrainian and Russian language fluency, written and spoken, is required for this position**

Responsibilities

- Ensures provision of assistance to Ukrainian Case Managers and clients with their applications for community resources and public benefits for which they may be eligible, including Food Stamps, Medicaid, Refugee Cash Assistance, TANF, WIC, Energy Assistance, etc.
- Provides language interpretation and written translation of documents across departments
- Conduct home visits to assess household needs, such as safe and appropriate housing, access to basic needs, food, and education for children, employment, and discuss concerns and challenges
- Schedules appointments for clients, ensuring transportation and interpretation are available
- Accompany clients to appointments and partner agencies for services (e.g. medical facilities, public benefits office, schools, courthouse, driver's license office, and library as needed).
- Assist Ukrainian Case Managers with cultural orientations or similar events (e.g. preparing the training room, ensuring culturally appropriate meals are ordered, and clients are informed about the date and venue of the events)
- Purchases basic needs items for Ukrainian clients in compliance with program guidelines in responding to emergency situations and submits receipts and expense reports in a timely manner
- Liaises with community partners for smooth service delivery and troubleshoots any issues
- Assists clients with job applications, job interviews, and other employment-related issues
- Liaises with clients and communicates client concerns with case managers and employment specialists to ensure clear and consistent messaging
- Supports the provision of cultural orientation to Ukrainian clients, including MARTA orientation to clients on the use of public transit
- Conducts delivery of donations such as diapers, food, and clothing to client

homes

- Assists with community resource referral including public benefits applications and energy assistance applications
- Collaborates with case managers, employment team, AmeriCorps service members, volunteers, and other staff for service provision
- Completes case note documentation and data entry
- Attends all required meetings and pieces of training
- Works occasional evenings and weekends as required
- Other duties as assigned

Qualifications

- A personal passion to assist refugees with their efforts to gain and maintain self-sufficiency
- Bilingual/multilingual in refugee client language(s) desired (Ukrainian, Russian Romanian,)
- Ability to handle the volume of detail involving confidential information and requiring execution of assignments without close supervision
- Flexibility and ability to problem solve
- Ability to recognize and be sensitive to cultural, ethnic, and religious issues
- Excellent skills in teamwork and organizational skills
- Ability to effectively communicate verbally and in writing
- Ability to assist clients in a courteous, tactful, and respectful manner
- Ability to handle volume of detail involving confidential information and requiring execution of assignments without close supervision
- Ability to effectively work remotely and utilize technology platforms including Zoom, Microsoft Teams, and Salesforce
- Scheduling flexibility is required as occasional evening/weekend client assistance is needed
- Driver's license, good driving record, and access to a reliable personal vehicle required. This position involves frequent use of agency and personal vehicles to transport clients/fieldwork

Job Benefits

This is a full-time position contingent on grant funding with an annual salary range of \$38,500 – \$40,000. Employer contributes to medical, dental, and vision insurance. The employer pays life and disability insurance. Fourteen (14) paid holidays and a generous paid time off policy. The employee has the option to contribute to 401(k). This position is contingent on grant funding