

Nationalities Service Center Position Description

Position: Case Manager	Department: Refugee Services
Reports to: Refugee Settlement Manager	FLSA Status: Exempt
Revised: January 2010	

Position Summary

The Case Manager position will provide social service case management services to the refugee and immigrant populations within the NSC service area. The Case Manager position will deliver the highest level of case management services through effectively determining eligibility, assessing needs, identifying resources, making referrals, following up, and documenting client interactions and proactively supporting client's pursuit of goals.

The Case Manager position has internal contacts with the entire administrative staff and external contact with clients, visitors, representatives of other social services agencies, and the community. This position has access to sensitive NSC and client information and is expected to handle such information with integrity and professionalism. This position is expected to represent NSC in a professional manner.

The Case Manager position will report directly to the Refugee Settlement Manager and participate in department activities as necessary.

Essential Functions

1. Social service case management of immigrant and refugee clients, including those enrolled in the federal Matching Grant and Reception and Placement programs.
This includes:
 - Coordination of pre-arrival services.
 - Orientation of new families.
 - Tracking process and needs of clients and their families.
 - Communicating with third parties, such as employers, anchor relatives, school officials, welfare staff, etc. on behalf of the clients, and assisting in the transportation of clients to doctors' appointments, social security offices, etc.
 - Maintaining accurate, timely and orderly case and database records and preparing reports in a timely and accurate manner.
 - Advocating on behalf of the clients and those similarly situated within NSC and throughout the boarder community.
2. Conduct all activities within the funders' and NSC's guidelines.
3. Actively participate in weekly case meetings and other department, agency, community and provider meetings, as needed.

4. Conduct outreach to clients through participation in outside events and distribution of material within the community including ethnic and community affairs, ethnic churches and other sites frequented by immigrants and refugees.
5. Prepare reports as needed.

Non-Essential Functions

1. Attend relevant workshops or join professional groups as necessary to maintain professional knowledge and licensure.
2. Adheres to NSC's security guidelines and ensures the appropriate handling of sensitive information.
3. Facilitates and attends relevant staff meetings to promote communication and execution of goals.
4. Completes special projects specific to the function of the department or as needed for the department as directed by Supervisor.
5. Other duties as assigned within the scope of position expectations.

Knowledge, Skills, and Abilities

- Basic understanding of NSC's mission, vision, values, programs and services, and business plan.
- Knowledge of legal and political issues, and community resources and benefits that impact and/or benefit the targeted client needs.
- Ability to effectively use standard office equipment.
- Possesses strong interpersonal skills as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with diverse groups of co-workers, external business partners, and the community.
- Ability to operate a computer and use a variety of common software programs including Microsoft Office, spreadsheets, and customized databases.
- Adheres to all NSC and departmental policies and procedures.
- Attends all NSC in-services as required.
- Strong written and verbal communication skills and effectively communicate with individuals and groups.
- Knowledge of basic client management procedures for determining eligibility, assessing needs, identifying resources, making referrals, following up, and documenting client interactions and proactively supporting client's pursuit of goals.
- Ability to effectively interview and engage a client in appropriate programming.
- Ability to effectively conduct one on one advocacy and/or educational presentations.
- Ability to work in a team structure – demonstrating ability to collaborate and contribute to the team's work.

Experience, Education, and Licensure

Minimum Experience: 3+ years of case management experience working within the refugee and immigrant community. Bilingual skills are required (with preference given to: Arabic, Nepali and Burmese languages). Experience with Matching Grant and/or Resettlement and Placement programs is preferred. A valid driver's license is required. Preference given to candidates that can join NSC's Philly Car Share account.

Minimum Education: Four-year degree from an accredited college or university in a related field of study.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee will frequently stand; walk; sit; use hands to finger, handle, or feel objects, tools or equipment; reach with hands and arms; balance; talk or hear. The employee will occasionally climb stairs; stoop; kneel; crouch or crawl; taste or smell.
2. The employee must occasionally lift and/or move up to 25 pounds.
3. Operate related office equipment and use necessary tools.
4. Specific vision abilities required by the job include frequent reading and close vision; distance vision; color vision; peripheral vision; depth perception; and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. The noise level in the work environment is usually moderate.
2. Although work is primarily indoors, you will be required to travel outside to client and community locations.
3. Position may require occasional trips to attend conferences seminars, and meetings.
4. Certain visits or work related appointments might be scheduled outside of traditional work hours as necessary.

Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.