

# Lutheran Social Services Position Description



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**Division/Department:** Refugee Services Program

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**Job Title:** Ukrainian Support Coordinator

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**Reports to (Title):** Preferred Communities Case Manager

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**Job Code:** Grant Funded

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**FLSA Status:** NonExempt

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**Manager (with direct reports)?**

Yes

No X

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**Location:** Jacksonville

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## SUMMARY

The Preferred Communities' Gap Services Program was created in response to integration needs for the Ukrainian population, specifically those being forcibly displaced from Ukraine and resettling in the Jacksonville metro area. This newly created program identifies services' eligible Ukrainians, including those sponsored via the United for Ukraine ("U4U") program as well as those who arrive in the United States via independent means.

The Ukrainian Support coordinator will conduct an initial intake assessment to identify needs. The Ukrainian Support Coordinator will assist services' eligible clients for an initial 90 days after intake; supportive assistance will involve creating self-sufficiency plans to identify needs and addressing those needs by connecting clients to community resources and by providing the necessary support through gap services.

**This is a grant funded position, for a period of 1 year. The option to extend will be based on grant funding.**

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## ESSENTIAL DUTIES & RESPONSIBILITIES

- Provides case management to address service gaps
  - Develop systematic approach to addressing the issues and challenges faced by clients with serious health concerns
  - Links refugees to other refugee services and community resources
  - Maintain accurate record of all services provided and complete required reports
  - Schedules appointments and finds resources for clients with health challenges
  - Utilizes volunteers or personally transports clients to appointments
  - Conducts home visits to better understand and address clients' needs
  - Create individualized family self-sufficiency plans based on client needs
  - Interprets for services being provided at the agency for Ukrainian speaking clients including workshops
  - Translates agency materials into Ukrainian/Russian to ensure access to information
  - Provides cultural orientation for newly enrolled families
  - Other duties as assigned
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## WORK EXPERIENCE & JOB RELATED SKILLS (Required/Preferred)

### Required

- Must be organized and detail-oriented
  - Language Skills: Ability to read and interpret documents. Ability to communicate effectively with clients and staff. Ability to write reports, correspondence and grants.
  - Mathematical Skills: Ability to calculate figures and amounts for applicable reports. Simple math, calculations are required such as adding, subtracting, multiplying and dividing. Ability to compute rate and percent.
  - Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables with a minimum of direction. Ability to interpret a variety of instructions furnished in written or oral form.
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- Computer proficiency, including Microsoft Office
- Must be persistent with excellent follow-up skills
- Possess and maintain a valid driver's license and auto insurance; must be able to transport clients to various locations using own transportation

**Preferred**

- Experience in adult training or educational program development for multilingual, multicultural groups
- Bilingual strongly preferred (Ukrainian and/or Russian)

**EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)**

**Required:**

- Bachelors degree in social work, human services, public health or related field and/or 2 years work-related experience
- Driver's license

**REQUIRED JOB COMPETENCIES (Behaviors For Effective Job Performance)**

- Creativity
- Coordination/Collaboration/Flexibility
- Customer Focus
- Planning & Organization
- Quality of Work

**WORK ENVIRONMENT/PHYSICAL DEMANDS**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Activity: (if more than 2+ hours per day)	<input checked="" type="checkbox"/> standing <input checked="" type="checkbox"/> sitting <input type="checkbox"/> mobility <input type="checkbox"/> climbing <input type="checkbox"/> balancing <input checked="" type="checkbox"/> writing <input type="checkbox"/> crawling <input checked="" type="checkbox"/> squatting <input type="checkbox"/> bending <input checked="" type="checkbox"/> filing <input type="checkbox"/> twisting
Lifting to include:	<input type="checkbox"/> up to 10lbs. <input type="checkbox"/> 11-25 lbs. <input checked="" type="checkbox"/> 26-60 lbs. <input type="checkbox"/> 61-75 lbs. <input type="checkbox"/> over 75 lbs. <input type="checkbox"/> pushing <input type="checkbox"/> pulling <input type="checkbox"/> carrying
Environmental Conditions:	<input type="checkbox"/> cold <input type="checkbox"/> heat <input type="checkbox"/> wet and/or humid <input type="checkbox"/> noisy <input type="checkbox"/> vibration <input type="checkbox"/> fumes <input type="checkbox"/> dust <input type="checkbox"/> odors <input type="checkbox"/> mists
Sensory:	<input checked="" type="checkbox"/> hearing to converse <input checked="" type="checkbox"/> hearing to use telephone <input checked="" type="checkbox"/> talking <input type="checkbox"/> tasting/smelling <input checked="" type="checkbox"/> reading distance 1-5ft. <input type="checkbox"/> reading distance 10-30ft.
Driving:	<input type="checkbox"/> incidental driver <input checked="" type="checkbox"/> regular driver
Keying:	<input type="checkbox"/> Occasionally (2-3 hours weekly) <input checked="" type="checkbox"/> Frequently (2-3 hours daily) <input type="checkbox"/> Continuously (4+ hours day)
Safety:	lists specifics: Willing to use private vehicle to safely transport clients

*The statements included in this Job Description are intended to describe the general nature and level of the work being performed by the person assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.*

Employee Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Lutheran Social Services is an Equal Opportunity Employer**