

Lutheran Social Services Position Description



Division/Department: Refugee Services Program

Job Title: Tier Case Aide

Reports to (Title): Refugee Employment Program Manager; Tier Case Manager

Job Code:

FLSA Status: Non-Exempt

Manager (with direct reports)?

Yes

No X

Location: Jacksonville

SUMMARY

Under the direction of a Tier Case Manager, this position arranges, coordinates and provides services to refugees admitted under Section 207 (c) of the Immigration and Nationality Act. This may include, but is not limited to, identifying referral sources to provide information, guidance, case management activities, plus any other available related services for refugees. Ensures compliance with applicable contracts and all cooperative agreement requirements for client services. This position requires knowledge of the programs and services of the organization, as well as its mission and values.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Work collaboratively with Tier Case Manager to coordinate and identify referral sources, agencies institutions, individuals, and LSS program offerings to assist the client in accessing a broad spectrum of services
- Screen referrals and open cases as appropriate; assist in providing orientation to the program's objectives and limitations; explain expectations regarding client participation
- Assist in the creation and maintenance of a case file for each client, including intake documents, case notes, assessments, etc.
- Keep accurate records of services and keep client files updated and in the appropriate order in accordance with applicable contracts and the cooperative agreement
- Under the direction of the Tier CM, maintain organization and accuracy of all files to meet contract requirements
- Provide interpretation and/or translation of materials relevant to program activities, plans or appointments
- Assist clients with solving ongoing or emergency problems in a manner which encourages independence and self-sufficiency
- Participate in performance-related goal-setting and achievement to meet personal and program objectives
- Assist in the completion of a Refugee Services Assessment for all new refugee client arrivals or walk-ins
- Maintain confidentiality of recipient/staff information along with a current knowledge of, and act in accordance with, relevant recipient right's guidelines.
- Report recipient/staff complaints and problems to supervisor.
- Use all equipment and supplies in a safe and efficient manner and follow established safety, fire prevention, sanitation and smoking regulations.
- Other duties as assigned

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.

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- 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.
- 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 (Spanish preferred); ability to speak language(s) of target client population preferred

EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)

Required:

- High School/GED and up to 3 years work-related experience

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