

Lutheran Social Services Position Description



Division/Department: Refugee Services Program

Job Title: Preferred Communities Case Coordinator – Full Time

Reports to (Title): Preferred Communities Program Manager

Job Code: Grant Funded

FLSA Status: NonExempt

Manager (with direct reports)?

Yes

No X

Location: Jacksonville

SUMMARY

The Preferred Communities (PC) program is a client-centered program that empowers the most vulnerable to achieve their highest degree of independence through education, individualized/ trauma-informed case management, and holistic community integration support. Funded by the Office of Refugee Resettlement, this program serves our most vulnerable refugee and other ORR-eligible populations by providing critical interventions for clients within their first 5 years after arrival.

This position will work with both the PC Intensive Case Management and PC Ukrainian Gap Services Programs.

This position is contingent upon grant funding.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Provides assistance to case management, based off of grant requirements, to address barriers to integration
- Links refugees to other refugee services and community resources
- Maintain accurate record of all services provided and complete required reports
- Aides in the processing of direct assistance clients when needed
- Links clients to housing
- Utilizes volunteers or personally transport clients to appointments (within in limits)
- Assists in home visits to better understand and address clients' needs
- Helps create individualized family self-sufficiency plans to help guide client goals
- Provides cultural orientation for newly enrolled families
- Will assist in coordinating the refugee women's program activities such as workshops, field trips and other support activities
- 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.
- 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
- Possess and maintain a valid driver's license and auto insurance; must be able to transport clients to various locations using own transportation

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Preferred

- Experience in case management, bilingual - Dari, Arabic, Spanish, Ukrainian, Burmese

EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)

Required:

- AA Degree and/or 2 years work-related experience
- Driver’s license

REQUIRED JOB COMPETENCIES (Behaviors For Effective Job Performance)

- Team work
- 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: _____

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