

Lutheran Social Services

Position Description



Division/Department: Refugee Services Program

Job Title: Intensive Case Manager

Reports to (Title): Director of R&P

Job Code:

FLSA Status: Exempt

Manager (with direct reports)?

Yes X

No

Location: Jacksonville

SUMMARY

The Preferred Communities' Intensive Case Management 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.

The Intensive Case Manager will provide case management in areas include: mental health, medical providers, education, training programs, subsidized housing, day care, transportation, rehabilitative services addressing risk factors for suicide, social skills and emergency service programs.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Provides intensive case management to address needs that extend beyond the initial resettlement period
- 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
- Assists in the development and coordination of workshops to address health prevention and increase life skills
- Schedules appointments and finds resources for clients with extra health challenges
- Utilizes volunteers or personally transports clients to appointments
- Conducts home visits to better understand and address clients needs
- Create individualized service plans based on client needs
- 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
- 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

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Preferred

- Experience in adult training or educational program development for multilingual, multicultural groups
- Bilingual (Dari, Arabic, or Spanish preferred)
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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

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