



JOB DESCRIPTION

POSITION TITLE: Refugee Reception & Placement Case Manager

REPORTING RELATIONSHIPS: Director of Arrival Services

STATUS: Full-time

SALARY: \$15+ an hour

ARRIVE MINISTRIES: Is a faith-based organization that empowers the local Church to reach out and serve our new neighbors economically, socially, and spiritually. We work primarily with refugees being resettled in Minnesota.

PURPOSE OF THIS POSITION: This position is in the Reception and Placement (R&P) program assisting to provide newly arrived refugees with basic needs support and core social services as defined by the Bureau of Population, Refugees and Migration at the State Department. The primary duty associated with this position is to manage a caseload of newly-arrived refugees and assist with connecting clients to ongoing services, all in accordance with program requirements and best practices.

DUTIES AND RESPONSIBILITIES:

- Provide direct case management for newly-arrived refugees in accordance with the federal Cooperative Agreement and accompanying resettlement guidelines
- Assess refugee family and individual needs so as to establish an appropriate resettlement plan
- Assist with social services delivery (i.e., provide and/or arrange transportation to appointments such as Social Security, ESL, school registration, public assistance)
- Complete and maintain comprehensive case notes and other appropriate documentation of services on time and in an efficient, accurate manner, as required by the federal Cooperative Agreement
- Coordinate apartment set-ups, bed and welcome kit deliveries, and lease signings for cases
- Initiate referrals to necessary community-based services for newly-arrived refugee clients (i.e. medical, employment, ESL, mental health)
- Schedule, enter, and administer daily client appointments in a shared Google calendar
- Assist newly-arrived refugee families in crisis de-escalation and conflict mediation, sometimes with the help of other Arrive Ministries staff

KNOWLEDGE AND SKILLS REQUIRED:

- Four year degree in areas such as social services, global studies, cross cultural communication, or equivalent job experience
- Valid MN Driver's License with proof of insurance and good driving record
- Able to speak, read, and write fluently in the English language required
- Competency using computer applications for writing, record keeping, and research
- Strong people skills across class, religion, culture, age, and gender
- Excellent time management, organization, attention to details, and problem-solving abilities
- A demonstrated faith in Jesus Christ and compatibility with our mission
- Agree with and adhere to Transform Minnesota's Statement of Faith, Core Values and Code of Conduct

KNOWLEDGE AND SKILLS PREFERRED:

- Work experience in social services and/or case management
- Able to speak, read, and write fluently in other languages such as; Karen, Russian , Kinyarwanda, Lingala

- Knowledge and familiarity with social services and community resources in the Twin Cities metro area

ADDITIONAL INFORMATION:

- 40 hours per week within a work schedule of Monday–Friday, 8:30am - 5:00pm. Flexibility in scheduling required to attend late-evening or early morning appointments, training activities, or to address emergency needs
- This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

Arrive Ministries functions as a team, all employees agree to perform other job-related duties as required to most effectively partner with, and provide services to, arriving refugees.

Employee Signature

Date

Director’s Signature

Date