



## Job Description

**POSITION TITLE: Case Manager, Refugee Reception & Placement**

**REPORTING RELATIONSHIP: Reception & Placement Program Manager**

**STATUS: Full-time with benefits**

**ARRIVE MINISTRIES:** Is a faith-based organization dedicated to the cause of the refugee and immigrant. Our mission is to live out God's command to welcome refugees and immigrants by loving them practically, socially and spiritually. We provide direct program services *and* we empower the local Church to welcome and walk alongside newly arriving refugees.

**PURPOSE OF THIS POSITION:** This position, within the Reception and Placement (R&P) department, manages a caseload of newly-arrived refugees and connects them to necessary services. It provides refugees with basic needs support and core social services as defined by the Bureau of Population, Refugees and Migration.

### **CASE MANAGEMENT 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/individual to establish a comprehensive 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 case notes and other 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)
- Assist newly-arrived refugee families in crisis de-escalation and conflict mediation, sometimes with the help of other Arrive Ministries staff

### **HOUSING DUTIES & RESPONSIBILITIES:**

1. Secure appropriate housing for all newly-arrived refugees, in compliance with the Cooperative Agreement.
2. Complete pre-planning phone calls to assess housing needs, usually 2-3 weeks ahead of a refugee family's arrival.
3. Address emergency housing concerns as they arise, including but not limited to maintenance issues, pest problems, and landlord/tenant misunderstandings or communication challenges.
4. Complete bed deliveries, apartment set-ups, and lease signings in a timely manner. Coordinate with other members of the R&P team as necessary.

**REQUIRED KNOWLEDGE AND SKILLS:**

- 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 English
- 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 detail, 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 Somali, Swahili, Karen, Russian, or other relevant languages.
- Knowledge and familiarity with social services and community resources in the Twin Cities metro area

**ADDITIONAL INFORMATION:**

- 40 hours per week within a typical work schedule of Monday to Friday, 8:30 a.m. to 5:00 p.m.
- Flexibility in scheduling needed to attend late-evening or early morning appointments or other unexpected situations
- This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

TO APPLY: Please complete the Transform Minnesota job application, and upload a cover letter and current resume. You will receive an email confirming your submission. Applications will be accepted on a rolling basis, and requests for interview will be sent out by email.