



## Intensive Case Manager

**Arrive Ministries** is a Christian nonprofit seeking life transformation for refugees, immigrants, and the Church. We live out God's command to welcome refugees and immigrants by providing direct program services, mobilizing the church, and calling our communities to respond Biblically.

**Hours:** Full-time, 40 hours per week

**Starting pay range:** \$24-26 per hour, depending on qualifications

**Benefits:** Medical, Dental, HSA, Life Insurance, Long-term Disability, 403b Retirement, Accident Insurance, Paid Time Off, Holiday Pay.

### **Job Summary:**

The Intensive Case Manager position will provide holistic medical, mental health, and intensive case management services (housing and benefits assistance, etc.) for clients using a strengths-based goal-setting approach. This position will help clients overcome critical barriers such as finding housing, adapting to a new culture, new community, and navigating medical mental health, and public benefits systems. The position will also help individuals requiring specialized care better integrate into the community as they overcome barriers to independence through skill development and community partnerships; they will learn how to access services to manage their disability and/or medical condition; overcome certain obstacles to employment; address mental health issues; and learn discipline and responsibility.

### **Responsibilities:**

- Assist clients in accessing and understanding Medicaid, and relevant benefits
- Provide transportation assistance to and advocacy at doctor's appointments and emergency room visits
- Orient participants to navigate the healthcare system on their own including making appointments and communicating pertinent information to physicians
- Assist participants in filing for disability benefits or age-related SSI
- Engage in regular client communications and perform home visits as needed
- Provide orientation and outreach to participant families regarding relevant medical and other intensive services
- Counsel participants on the importance of maintaining health insurance and connect them to resources to maintain coverage
- Coordinate with other local health programs and support services (such as nutrition, fitness, WIC, etc.) to ensure participant's access
- Facilitate referrals to mental health services
- Assist families or individuals in need of housing to find safe shelter
- Work closely with other staff, interns, and volunteers to provide holistic services to each family and coordinate care
- Reporting/ Documentation: Verify all service delivery through completion of case file forms and case notes



**Knowledge and Skills required:**

- Bachelor's degree in social work, Human Services, Public Health, Psychology, or related field (or equivalent 2-4 years of case management experience).
- Excellent written and oral communication skills in English
- Demonstrated ability to work effectively and sensitively with people of diverse cultural and religious backgrounds
- Basic understanding of transformational development principles
- Familiarity with medical terminology, Medicaid requirements, and HIPPA compliance requirements.
- Demonstrated ability to work independently, communicate professionally (verbal and written), take initiative, and build collaborative professional relationships with internal and external partners
- Desire to serve and empower the Church to impact vulnerable communities
- Valid MN Driver's license with proof of insurance
- Agree with and adhere to Transform Minnesota's Statement of Faith, Core Values, and Code of Conduct

**Preferred:**

- Ability to speak a second, relevant language (Russian, Pashto, Somali, Arabic, Oromo, Swahili, Spanish, Ukrainian, etc.)
- Experience and familiarity with social service and employment environment in the Twin Cities metro area

**Additional Information:**

- Reports to: Director of Refugee Services
- This position works out of Richfield, MN Headquarters
- Full-time, Hourly, non-exempt
- Regular office hours 8:30am-5pm, with occasional evening work as assigned