

## **Job Description – Intensive Case Manager**

### **Position Summary:**

The purpose of the Intensive Case Manager position is to ensure that the agency's most vulnerable clients are connected to affordable and culturally aware services that meet their needs. Through coaching and referrals, the Case Manager ensures that clients gain the skills, knowledge, and resources necessary to attain and maintain self-sufficiency. The Case Manager documents services in accordance with program guidelines as well as Exodus's policies and procedures. He/she maintains regular contact with clients, assesses and monitors client needs and goals, and advocates on behalf of clients to guarantee their needs are met. This position is supervised by the Director of Extended Services.

This position will specialize in serving secondary migrant refugees, asylees, Cuban/Haitian entrants, and other displaced individuals with the following vulnerabilities: minors, young adults without parents, single parent households, elderly refugees, LGBTQ+ clients, social/psychological conditions/risk of suicide, substance abuse, disabled or ill, survivors of torture/gender based violence.

### **Responsibilities:**

1. Once a client is referred to the Preferred Communities Intensive Case Management Program, the Case Manager assesses client needs and goals, communicates expectations for program participation, and establishes a strong, supportive relationship with the client.
2. Educates clients on how to access needed services so they are able to attain and maintain self-sufficiency once Exodus programs are completed.
3. Assures that clients receive services that meet the client's unique needs.
4. Provides referrals that are culturally appropriate and financially feasible for the client.
5. Promotes self-sufficiency and empowerment of the client.
6. Identifies barriers to clients attaining goals and works with clients to develop strategies that remove the barriers.
7. Assists clients in accessing appropriate medical/mental health services.
8. Maintains up to date programmatic knowledge of all services (health department, social security, welfare, medical, etc.) involving refugees.
9. Provides or secures transportation to clients for needed services.
10. Secures interpreters for clients who have limited understanding of the English language.
11. Collaborates with medical and mental health providers to ensure appropriate care is given.
12. Documents all services provided to clients in accordance with Cooperative Agreement, Matching Grant Guidelines, Preferred Communities Grant and Exodus's policies and procedures as well as the Extended Reach Database.
13. Prepares client assessments within required deadlines and updates PC database with intakes and referrals.
14. Maintains client confidentiality.
15. Coordinates with other Exodus program staff in regards to client needs that arise throughout the program period and makes referrals accordingly.
16. Works closely with other key agency staff to ensure that all services are delivered to clients.
17. Assists in coordinating group trainings in accordance with Preferred Communities guidelines.
18. Attends weekly staff and team meetings and participates in Exodus staff training and development activities.
19. Performs other duties as may be required by the supervisor.
20. Reports to the Director of Extended Services.

### **Position Criteria:**

- A bachelor's degree, preferably in social work or related field.
- Preferably, have a minimum of two years of experience in social services and/or mental health.
- Familiarity with the local social services community a plus.
- Must be able to effectively communicate with clients of diverse cultural and language backgrounds.
- Must be able to work occasionally outside of normal business hours.
- Must be a self-starter with a high level of organizational skill, flexibility, and commitment to serving this community.
- Must be able to function as part of a team.
- Must have a vehicle, valid license, and insurance to transport clients.
- Must have PC proficiency, with competency in Microsoft Office applications.