

## **Job Description – Client Services Associate**

### **Position Summary:**

The purpose of this position is to provide comprehensive trauma-informed intakes and case management services to clients requesting services through the Refugee Support Services (RSS) program of Exodus. The Client Services Associate will enroll all refugee secondary migrants, asylees, and other eligible individuals in the program. After enrollment, the associate will make referrals to appropriate state and local services, such as the Division of Family Resources, area schools, health department, etc. This position will provide basic case management until clients are able to enroll into another program or complete their short-term goals. Intake times will be flexible throughout the week to reduce barriers for clients. This position will help connect clients to trainings, classes, or other programming that will assist them in becoming self-sufficient.

### **Responsibilities:**

1. Conduct trauma-informed program intakes for eligible clients seeking assistance (who did not arrive through the Exodus Reception & Placement Program).
2. Complete service plans and budgets for work-authorized clients seeking employment and transition to Employment Specialists.
3. Provide case management and referrals for clients enrolled in the RSS program for social services, education, childcare, medical services, etc.
4. Create case notes and entries in the database to track newly-enrolled clients.
5. Provide assistance to clients who need to re-enroll in RSS.
6. Connect clients to relevant trainings and extended services.
7. Promote the Refugee Support Services (RSS) program within the broader community to expand awareness of its availability to secondary migrants, asylees, certified victims of human trafficking, and other eligible individuals.
8. Maintain records in agency database.
9. Help prepare monthly reports for the Refugee Support Services grant for the State of Indiana and assist Director of Self-Sufficiency Programs in preparing semi-annual and annual reports in compliance with federal contracts for the RSS programs.
10. Maintain up-to-date programmatic knowledge of all services (health department, social security, welfare, etc.) involving ORR-eligible clients as well as the requirements of the Cooperative Agreement, RSS guidelines, and the Policies and Procedures of the agency.
11. Secure interpreters for clients who have limited understanding of the English language.
12. Assist in coordinating trainings for RSS clients on using the IndyGo bus system as needed.
13. Participate in the emergency phone and airport rotation.
14. Assist in answering the office phone.
15. Attend weekly all-staff meetings.
16. Perform other duties as may be required by the supervisor.
17. Reports to the Director of Self-Sufficiency Programs.

### **Position Criteria:**

- Must have a bachelor's degree or equivalent experience.
- Must have experience working in a cross-cultural environment.
- Must be able to effectively communicate with clients of diverse cultural and language backgrounds.
- Must have a high level of organizational skill and a great attention to detail.
- Fluency in a language in addition to English is a plus.
- Must have PC proficiency, with competency in Microsoft Office applications.
- Must have a vehicle, valid license, and insurance to transport clients.
- Must be able to function as part of a team.