

Job Description – Services to Asylum Seekers Coordinator

Position Summary:

The purpose of this position is to provide comprehensive, trauma-informed case management services to clients new to Exodus whose immigration status do not fit into the scope of other programming. The position will be flexible in who it is serving related to ongoing changes in the immigration system. The coordinator will primarily serve clients who are seeking asylum and eligible Haitian and Cuban entrants. The coordinator will be cross-trained and may assist in serving certified and pre-certified victims of human trafficking based on agency case load needs. The coordinator will work closely with the Manager of Extended Services and other staff to develop the program and engage with community providers to identify resources, including referrals for ongoing care.

Responsibilities:

1. Assist in developing and administering the agency's Services to Asylum Seekers Program, with a focus on eligible immigrants of humanitarian concern.
2. Ensure the program is utilizing best practices and staying updated on immigration changes and guidelines for immigrants of humanitarian concern.
3. Work with community partners to promote the program and establish a referral pool for the program.
4. Complete a trauma-informed intake for each enrolling adult.
5. Assist in building and updating community resources for agency programs, including researching, and connecting with new partners and providers.
6. Assist in the ongoing development and updating of the agency's Community Resource Database, with specific emphasis on building unique housing resources for our asylum seeking clients.
7. Provide intensive case management services for clients within the position's caseload.
8. Manage case notes, complete client documentation, and update agency and programmatic databases.
9. Provide referrals to other community or in-house programs, such as the Exodus Mental Wellness Program.
10. Maintain up-to-date programmatic knowledge of all services (health department, social security, welfare, etc.) involving clients, all grant/funding requirements, and the policies and procedures of the agency.
11. Assist in coordinating bus trainings for enrolled clients.
12. Follow trauma-informed best practices with cultural considerations.
13. Secure interpreters for clients who have limited understanding of the English language.
14. Participate in the emergency phone and airport rotation.
15. Attend weekly all-staff meetings.
16. Perform other duties as may be required by supervisor.

Qualifications/Criteria:

- Must have a minimum of a bachelor's degree in social work 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.
- 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.
- Fluency in Spanish and English strongly preferred.