

## **Job Description – Special Populations Case Aide (Ukrainian)**

### **Position Summary:**

The Special Populations Case Aide provides trauma-informed services to specific groups not traveling through the typical resettlement process, such as Ukrainian Humanitarian Parolees (UHPs) and other Office of Refugee Resettlement-eligible clients. This position conducts intakes, provides outreach to the community, delivers core program services, and provides language access.

### **Responsibilities:**

1. Conduct intakes for Special Populations, including Ukrainian Humanitarian Parolees (UHPs) new to the agency.
2. Assess existing supports as well as service gaps and needs for UHPs.
3. Ensure that clients are provided core services, including health department screenings, applying for social security and welfare benefits, medical care, and all other required services under the program.
4. Complete required programmatic documentation including case notes, database entries, and any other systems as required.
5. Link clients with appropriate educational, health, and social services.
6. Facilitate and/or support training as necessary, through a variety of communication methods, including telephone, online, in-person, and group settings.
7. Assist clients to attain their established goals, address challenges, and utilize available resources.
8. As needed, aid with community orientation and home management.
9. Assist with timely services to ensure each client has living essentials and is oriented to their new environment.
10. Assist with tracking and reporting.
11. Collaborate effectively with coworkers and partner organizations.
12. Build and maintain relationships with area service providers for the benefit of clients' ongoing needs.
13. Use personal, insured vehicle and/or public transportation to travel and transport clients and materials as needed.
14. Provide interpretation and translation services.
15. Educate clients about resources including transportation, employment, and US laws and norms.
16. Collaborate with other staff members to creatively address barriers to self-sufficiency.
17. Participate in the emergency phone and airport rotation.
18. Serve as a cultural liaison for staff members on Ukrainian culture and practices.
19. Attend department and staff meetings.
20. Other responsibilities as assigned by supervisor.

### **Position Criteria:**

- Bachelor's degree or equivalent experience.
- Fluency in Ukrainian, Russian, or another relevant second language is required.
- Must have experience working in a cross-cultural environment.
- Must be able to effectively communicate with staff 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.
- Able to work occasionally outside of normal business hours.
- Ability to complete tasks independently, thoroughly, and on time.
- Proactive communicator and able to work closely with a team.
- Must have a vehicle, valid license, and auto insurance, or otherwise have access to safe, timely, and reliable transportation.