

Job Description – Bloomington Case Aide

Position Summary

The purpose of the Case Aide is to ensure that Exodus clients with barriers to self-sufficiency are connected to affordable and culturally competent services that meet their needs. The Case Aide will not maintain their own caseload but will be responsible for understanding all resettlement programs to provide support to staff. The Case Aide documents services in accordance with the expectations listed in the Cooperative Agreement, Matching Grant Guidelines, Exodus policies and procedures, and the requirements associated with other grants or contracts related to this position. They maintain regular and consistent contact with clients, assess and monitor clients' needs and goals, and advocate on behalf of clients to guarantee that they receive benefits and quality care. This is a direct service position which involves, but is not limited to, scheduling appointments, providing transportation, training, assisting with job placements, and case management. This position reports to and is supervised by the Resettlement Director.

Responsibilities

1. Assists with comprehensive orientation and intake to newly arriving clients that assesses client needs and goals, communicates expectations of the resettlement process and establishes a strong, supportive relationship with the client.
2. Educates clients on how to access needed services so that refugees can attain and maintain self-sufficiency once completing Exodus programs.
3. Assures that clients are provided core services, including the health department screening, applying for social security and public benefits, medical care, and all other required services in collaboration with R&P (Reception & Placement) Case Managers.
4. Provides information and referrals that are culturally and financially appropriate to assist clients in maintaining basic needs and reaching self-sufficiency.
5. Understands the requirements and documents services according to the Cooperative Agreement, Matching Grant Guidelines, other grants, and the Policies and Procedures of the agency.
6. Provides or secures transportation to clients for needed services.
7. Assists with maintaining client case files.
8. Assists to assure that resettlement programs outcomes are achieved.
9. Works closely with R&P Case Managers to ensure that all services are delivered to clients.
10. Coordinate with other Exodus program staff regarding client needs that arise.
11. Attending weekly staff and team meetings.
12. Take part in the Emergency Phone and Airport rotations.
13. Perform other duties as may be required by the supervisor.
14. Reports to Resettlement Director.

Position Criteria

- A bachelor's degree is preferred in social work or related field.
- Preferably to have a minimum of two years of experience in social services.
- Should be familiar with the local social services community.
- Fluency in English and one of the following languages is preferred: Arabic, Burmese, Chin, Kinyarwanda, Spanish, Swahili, or Tigrinya.
- Must be able to effectively communicate with clients of diverse cultural and language backgrounds.
- Must be comfortable in intercultural environments.
- Must be able to work occasional hours outside of normal business hours.
- Must be a self-starter with a high level of organizational skill, flexibility and commitment to refugees.
- Must be able to function as part of a team.
- PC proficiency, competent with Word, Excel, and PowerPoint