

Job Description – Housing & Case Aide

The purpose of the Housing & Case Aide is to carry out timely pre- and post-arrival tasks to ensure each newly arrived refugee client has living essentials such as housing, food, medical care, and access to transportation and is oriented to their new environment. The Case Aide carries out activities to meet individual client needs utilizing a broad range of financial, medical, social, vocational and other services and resources. In collaboration with R&P Case Managers and the Housing Manager, he/she/they will ensure that clients are provided with all required core services as outlined in the Cooperative Agreement and Matching Grant Guidelines.

Responsibilities:

1. Accompanies refugee clients to appointments including, but not limited to the social security office, medical appointments and the post office.
2. Provides education and support to newly arrived clients regarding housing and other daily living needs.
3. Assists with housing set-ups for newly arriving refugees including the physical set-up, follow-up expense forms and case notes.
4. Sorts warehouse donations and prepares household items for newly arriving refugee cases.
5. Assists with airport pick-ups for newly arrived refugee clients.
6. Details client interactions in accordance with program requirements. Inputs client information in database(s) and assists with tracking and reporting as needed.
7. Provides and/or arranges interpretation services.
8. Uses personal, insured vehicle and/or public transportation (where available) to travel and transport clients and materials as needed throughout the service delivery area.
9. Collaborates effectively with others to achieve the mission (team members, coworkers, volunteers and others from partner organizations).
10. Builds and maintains relationships with area service providers for the benefit of clients.
11. Participates in the emergency phone and airport rotation.
12. Performs other duties as may be required by the supervisor.
13. Reports to the Director of Reception & Placement

Position Criteria:

- Minimum requirement of high school diploma or equivalent.
- Preferably to have a minimum of two years of experience in social services.
- Physical demands associated with this position include extensive walking, including stairs, lifting & carrying heavy weight materials (furniture) up to 75 lb. in varying weather conditions.
- Must be able to effectively communicate with clients of diverse cultural and language backgrounds.
- Must be able to follow instructions.
- 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 the populations the agency serves.
- Must be able to function as part of a team.
- PC proficiency, competent with Word, Excel, and PowerPoint.