

Job Description – Client Services Associate (PC GAPS and RSS) (Bloomington)

Position Summary:

The purpose of this position is to provide comprehensive trauma-informed intakes and case management services to clients in various programs and phases of resettlement. The Client Services Associate will enroll all refugee secondary migrants, asylees, and other eligible individuals into the Refugee Support Services (RSS) program as well as Ukrainian Parolees in the PC GAPS 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. The Associate will also provide supportive case management services for other programs, as needed. Additionally, the Associate will coordinate and teach the Employment Readiness Training and Financial Literacy Training to employable clients across programs. This position will help connect clients to training, 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 Reception & Placement Program). Intake times will be flexible throughout the week to reduce barriers for clients.
2. Complete service plans and budgets for work-authorized clients seeking employment and transition them to Employment Specialists.
3. Provide case management and referrals for clients enrolled in the RSS and PC GAPS programs for social services, education, childcare, medical services, etc.
4. Provide case management and programming support for other case management programs such as Matching Grant, Reception and Placement, and Preferred Communities.
5. Coordinate and teach Employment Readiness Training and Financial Literacy Training.
6. Connect clients to relevant trainings and extended services.
7. Create case notes and entries in the database to track newly enrolled clients.
8. Aid clients who need to re-enroll in RSS.
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. Ensure documentation and reporting is completed and up-to-date for PC GAPS program.
11. 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, Matching Grant, and the Policies and Procedures of the agency.
12. Secure interpreters for clients who have limited understanding of the English language.
13. Participate in the emergency phone and airport rotation.
14. Attend weekly all-staff meetings.
15. Perform other duties as may be required by the supervisor.
16. Reports to the Manager of Extended Programs.

Position Criteria:

- Must have a bachelor's degree or equivalent experience.
- Must have experience working in a cross-cultural environment.
- Must have a safe vehicle, valid license, and 100,000/300,000/100,000 auto insurance to transport clients, or otherwise have access to safe, timely, and reliable transportation.
- 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.

Signature of Employee

Date