

## **Job Description – Community Case Manager**

### **Position Summary:**

The purpose of this position is to provide comprehensive trauma-informed intakes and case management services to eligible community members. The Community Case Manager will enroll refugee secondary migrants, asylees, Cuban/Haitian Entrants, and other eligible individuals in the program. After enrollment, the case manager will provide case management services as well as make referrals to appropriate state and local services, such as the Division of Family Resources, area schools, the health department, etc. Intake times will be flexible throughout the week to reduce barriers for clients. 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 screenings and intakes for eligible community members.
2. Provide case management & referrals for enrolled clients for social services, education, childcare, medical services, etc.
3. Create case notes and entries in the database to track newly enrolled clients.
4. Connect clients to relevant training and extended services.
5. Promote Exodus programs within the broader community to expand awareness of available services to secondary migrants, asylees, Cuban/Haitian Entrants, and other eligible individuals.
6. Maintain records in the agency database.
7. Maintain up-to-date programmatic knowledge of all eligible services (health department, social security, welfare, etc.) available to clients as well as federal and state guidelines as applicable and the Policies and Procedures of the agency.
8. Secure interpreters for clients who have limited understanding of the English language.
9. As needed, complete service plans and budgets for work-authorized clients seeking employment and transition to Employment Specialists.
10. Assist in coordinating training for clients on using the IndyGo bus system as needed.
11. Participate in emergency phone and airport rotation.
12. Attend weekly all-staff meetings.
13. Perform other duties as may be required by the supervisor.
14. Reports to the Manager of Self-Sufficiency Programs.

### **Position Criteria:**

- Must have a bachelor's degree 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 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.