

Lutheran Family Services Position Description

Position Title: Case Aide – Refugee Social Services & International Center of the Heartland (RSS/ICH/LRS)	
Paygrade: D	Effective Date: December 2011
Reports to: RSS/Education & Employment (TAG) Coordinator and ICH Coordinator	Appointed by: RSS/Education & Employment (TAG) Coordinator, ICH Coordinator, and Resettlement & Placement / Matching Grant Program Coordinator
Region: Community Services	Location: Various
FLSA Status: <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	

LFS Mission Statement:
Lutheran Family Services expresses God's love for all people by providing quality human care services that build and strengthen individual, family and community life.

LFS Values:
Respect all people, families and communities. The pursuit of excellence is achieved through the education of staff and the celebration of diversity, collaboration and change. Integrity, accountability and teamwork are values that guide our communication and work in a manner that upholds the Agency's reputation and Christian value base.

Job Purpose:
Provide education and employment assessments as well as coordinate other services to refugees referred to Refugee Social Services and International Center of the Heartland programs.

Essential Job Duties:

Service Delivery – Education and Employment

- Provide initial assessments of the client's skill levels and develop individual education programs that include an employment goal, objectives, and the variety and sequence of services.
- Perform employment intake for eligible clients.
- Provide short-term pre-vocational services (e.g., development of learning, communication, and interviewing skills) to prepare clients for jobs and training programs.
- Refer clients for occupational skills training and other types of training.
- Responsible for assistance in obtaining and/or transportation of refugee clients for the employment application and interview process.
- Serve as initial mediator between refugee client and employers.
- Refer clients to departments within Community Services as well as outside of Lutheran Family Services as needed.
- Provide follow-up for at least 12 months after placement to ensure clients achieve self-sufficiency.

Service Delivery – ICH

- Conduct ICH intake forms for new clients.
- Assist ICH case managers with service delivery.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge, skills, and abilities required of individuals so classified. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties and responsibilities.

Service Delivery – Resettlement & Placement / Matching Grant

- Assist in coordination of provision of core resettlement services during the first 90 days after arrival.
- Services may include implementation of resettlement plans, transportation, home visits, school enrollment, health examinations, securing employment and referrals to other services
- Assist with pre-arrival housing set-up including furniture distribution and fresh food as required.
- Maintain complete and comprehensive records
- Report activities to supervisor and through case file documentation

Record Keeping

- Complete case notes for all clients served directly.
- Track and report refugee employment activities.
- Assist in tracking of client progress.
- Provide interpretation and translation during client appointments as necessary.

Community Relations

- Act on behalf of clients when working with other organizations in relation to their case.

Professional Growth and Development

- Participate in regular supervision sessions for the purpose of reviewing cases and monitoring client progress.

Professionalism and Confidentiality

- Keep all client names, information and other Agency business confidential.
- Guard client confidentiality in waiting areas, during phone contact and in handling of records.
- Ensure that all office and record security procedures are followed.

Interpersonal Relationships

- Maintain a positive respectful demeanor in all contacts with staff and the public.
- Seek guidance as needed when handling difficult client situations or establishing priorities.
- Work to build positive productive relationships with other staff.

Other

- Duties as assigned.

Job Requirements:

- Fluent in both English and Burmese or Karen languages
- Must be flexible in scheduling time, especially evenings and weekends
- Ability to establish and maintain effective relationships with adults, their families and their formal and informal support systems.
- Ability to communicate and effectively provide services and maintain records of services provided in a timely manner.
- High level of attention to detail required; follow-up and follow-through.
- Regular and predictable attendance required.
- Valid driver's license, proof of liability insurance and ability to drive personal vehicle for agency business.
- Commitment to the mission of Lutheran Family Services

Hiring Management Signature _____ Date _____

Employee Signature _____ Date _____

Director Human Resources _____ Date _____

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