

Lutheran Family Services Position Description

Position Title: Employment Specialist/Case Manager

Paygrade: F

Effective Date: December 2011

Reports to: Vocational English as a Second Language (VESL) Job Trainer

Appointed by: Refugee Social Services / Targeted Assistant Grant Coordinator

Region: Community Services

Location: Various

FLSA Status: Non-Exempt 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:

Assist the Vocational English as a Second Language (VESL) Job Trainer under the Formula Targeted Assistance program through assisting with the classes and providing job search and case management assistance to program participants.

Essential Job Duties:

Service Delivery

- Work with all program participants to conduct the official program enrollment and ensure all necessary information is gathered.
- Work with all program participants to find job placement after completing the program.
- Assist job trainer in organizing administrative and logistical aspects of classes as required.
- Assist job trainer in follow-up with current and potential employers as required.
- Serve as initial mediator between refugee client and employers.
- Provide follow-up for at least 6 months after placement to ensure clients achieve self-sufficiency.
- Act on behalf of clients when working with organizations in relation to their case.
- Other duties as assigned.

Record Keeping

- Ensure a file is created for each client and that all necessary documentation is added as required.
- 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

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.

- Act on behalf of clients when working with other organizations in relation to their case.
- Work in conjunction with the LFS job developer to reach out to potential employers to increase employment opportunities for clients.

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 English as well as refugee language (Burmese, Karen, Nepali or Somali)
- Experience developing employment opportunities for refugees
- 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 required
- 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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