



## JOB DESCRIPTION

Dev. 6/04

<b>Job Title:</b>	<b>Immigrant Case Manager</b>
<b>Supervisor (title):</b>	<b>Immigrant Services Coordinator</b>
<b>Exempt/Non-exempt:</b>	Non-Exempt
<b>Department:</b>	Refugee Resettlement
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**Summary** *(A brief description that summarizes the overall purpose and objectives of the position, the results the worker is expected to accomplish and the degree of freedom to act.):*

The Immigrant Services team provides case management to Unaccompanied Children (UAC) and foreign-born survivors of Human Trafficking (VOT). Parameters of service provision are spelled out in detail by our funders. Documentation demands are both rigorous and extensive.

**Essential Functions:** *(The tasks, duties, and responsibilities of the position that are most important to get the job done. The responsibilities should be listed in the order of importance, with the highest priority functions first.)*

1. Follow all Lutheran Services Carolinas policies and procedures.
2. Conduct home visits and phone contacts with the dual purpose of assessing safety and appropriateness of placement/household, and connecting consumers to services in the community to address risk factors.
3. Perform ongoing case management with a focus on screening and making appropriate referrals to address consumer's distinct needs in the following domains: placement issues, safety issues, education, health, mental health, legal/immigration proceedings, substance abuse, independent living, juvenile/criminal justice, public benefit access, receipt of vital records, and child enrichment activities.
4. Provide crisis intervention services directly, as needed, or connect family to services to ensure consumer's safety and well-being in a crisis situation.

5. Submit detailed and thorough documentation in compliance with contracts.
6. Utilize social work best practices for thorough assessments of consumer's progress and services provided.
7. Maintain regular and timely communication with supervisor around any issues concerning the consumer's safety, stability, or well-being.
8. Participate in ongoing individual and group supervision, all-staff meetings as assigned.
9. Inform supervisor about trends, challenges, and successes in working with the population.
10. Participate in trainings on cultural competence, service provision, and contract-holder policies and procedures.
11. Self-direct the prioritization of tasks to ensure timely delivery of core services and timely reporting.
12. Build and maintain effective working relationships with clients, colleagues, community stakeholders, volunteers, local agencies and organizations, and funders.
13. Assume other duties as requested by supervisor.

**Supervisory Responsibilities, if any:**

*n/a*

**Working Conditions (please complete the information listed below):**

- Usual office conditions; *some positions within this team are home-based.*  
 Usual office conditions with occasional exposure to some \*undesirable elements.  
 Frequent exposure to \*undesirable elements.

*\*List the undesirable elements with the percent of the work day exposed to the elements.*

- |    |   |
|----|---|
| 1. | % |
| 2. | % |
| 3. | % |

**Physical Effort (please complete the information listed below):**

The job duties require lifting of moving moderate to heavy materials as a regular part of the job:  No  \*Yes

*\*List the activity requiring physical effort, the weight or effort required (in pounds) and the percent of the work day spent in actual, hands-on movement of the weight:*

Activity	Weight of Materials	% of day
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**Minimum Job Requirements:**

Education: Bachelor's degree in social work, or other relevant degree or equivalent experience; master's degree preferred

Experience:

- At least one year experience with child welfare or trafficking victims

Specific skills/abilities:

- Fluency in Spanish required
- Excellent clinical and crisis intervention skills
- Excellent verbal and written communication skills
- Critical assessment and analysis skills
- Proficiency in Microsoft Office applications
- Ability to travel to home visits and other service agencies to serve the client
- Knowledge of and experience working with refugee or immigrant children preferred
- Cross-cultural or international experience preferred

Specialized knowledge, licenses, etc.:

- Must carry a valid NC or SC driver's license
- Knowledge of community resources and ability to connect families to community services

**\*\*Transportation of client(s) in personal vehicle may be required\*\***

**Success factors:** *(Personal characteristics that contribute to an individual's ability to excel on the job)*

- Compassion
- Discretion
- Flexibility
- Attention to detail
- Insight into human behavior and motivations
- Time management
- Sensitivity to cultural and socioeconomic differences

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

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Employee Signature

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Date

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Supervisor Signature

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Date