

# **Lutheran Services Carolinas**

## **Job Description**

**Job Title: Intensive Case Manager**

**Supervisor (title): Director of Programs**

**Department: Refugee and Immigrant Services**

**Approved by: Syhesia Sharpe** 

**Date: 7-26-2019**

### **Position Purpose/Summary:**

An Intensive Case Manager (ICM) will develop Health Action Plans for all Class A medical cases and any other cases with significant medical issues, such as mental health, chronic illnesses and other complex conditions. ICM and the client will develop plans to overcome barriers to achieve self-sufficiency.

The ICM will offer health support groups where common issues including health maintenance, living with chronic illness, mental health issues, domestic violence, child abuse prevention, nutrition and wellness issues are discussed.

The ICM will also maintain family sufficiency, increase community support networks and support clients' ability to address their own needs. Refugees will be connected with services such as child care services, housing resources, employment and educational resources, financial and medical literacy and matched with mentors.

### **Essential Functions:**

1. Provide intensive case management to refugee individuals identified with special health needs.
2. Facilitate client access to health providers including referral, scheduling, transportation and arrangement for interpretation.
3. Deliver outreach activities to local refugee stakeholders, recruit, train and support mentors who will provide mentorship to eligible clients.
4. Encourage capacity building at local healthcare and mental health providers for treatment of refugees.
5. Provide health literacy as well as other helpful workshops to refugee clients.
6. Document and report according to contractual requirements and in accordance with HIPAA guidelines.

7. Other duties as assigned by supervisor or designee.

**Supervisory Responsibilities, if any** (*The scope of the person's authority, including the positions that report to the incumbent.*): N/A

**Qualifications (Minimum Job Requirements):** *The requirements listed below are representative of the knowledge, skill, and/or ability required for the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

Education: College degree in related field.

Experience: Working with refugees/asylees/immigrants in social service environment

Specific skills/abilities: Basic Computer skills (Word, Excel, Outlook). Be able to work with people from various backgrounds and cultures and be sensitive to their needs. Must handle confidential client information and demonstrate good organizational and planning skills.

Specialized knowledge, licenses, etc: Knowledge about local and state level healthcare.  
**Preferred bi-lingual in Kiswahili language or other language spoken by people of Democratic Republic of Congo.**

**Preferences (Optional):** (*Preferred attributes for the position, which are not absolutely required in the minimum qualification - e.g. masters degree, bilingual*). N/A

**Working Conditions/Physical Requirements:** (*Please list work conditions for physical or other important issues which relate to the job; the conditions listed should be representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*).

1. Ability to travel to home visits and other service agencies to serve the client.
2. Documentation demands are both rigorous and extensive.
3. Transportation of client(s) in personal vehicle may be required.

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

***Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.***