

## **Lutheran Services Carolinas Job Description**

**Job Title:** Case Manager – UAC Post Release and Home Study

**Supervisor (title):** PRS/HS Services Coordinator

**Department:** Refugee and Immigrant Services

**Approved by:** Syhesia Sharpe



**Date:** 11/7/2017

**Position Purpose/Summary** *(A brief descriptive statement 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 Alien Children (UAC) and foreign-born survivors of Human Trafficking (VOT).

**Essential Functions** *(List 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. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

1. 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.
2. 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.
3. Provide crisis intervention services directly, as needed, or connect family to services to ensure consumer's safety and well-being in a crisis situation.
4. Submit timely, detailed and thorough documentation in compliance with contracts.
5. Utilize social work best practices for thorough assessments of consumer's progress and services provided.
6. Maintain regular and timely communication with supervisor around any issues concerning the consumer's safety, stability, or well-being as well as trends, challenges and successes in working with the population.
7. Participate in ongoing individual and group supervision, all-staff meetings as assigned.
8. Participate in trainings on cultural competence, service provision, and contract-holder policies and procedures.
9. Build and maintain effective working relationships with clients, colleagues, community stakeholders, volunteers, local agencies and organizations, and funders.
10. Other duties as assigned by supervisor.

**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: 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. Experience working with refugee or immigrant children preferred. Cross-cultural or international experience preferred.

Specific skills/abilities: Fluency in Spanish strongly preferred. Excellent clinical and crisis intervention skills. Excellent verbal and written communication skills. Critical assessment and analysis skills. Self motivated, organized and navigate multiple service priorities.

Specialized knowledge, licenses, etc: Proficiency in Microsoft Office applications. Must carry a valid NC or SC driver's license. Knowledge of community resources and ability to connect families to community services.

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

Bi-lingual (Spanish)

**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.***