

POSITION TITLE: Case Aide – Refugee Services
DEPARTMENT: Catholic Charities Diocese of Charlotte
REPORTS TO: Case Coordinator Supervisor

POSITION SUMMARY:

Assists with direct case management of newly-arrived refugees and immigrants. In compliance with the contractual requirements of USCCB Reception & Placement, State Refugee Office RSS and other designated service programs, as well as agency policies and procedures, the Case Aide will collaborate with Refugee Program staff to ensure program participants reach self-sufficiency and integrate fully into the local community.

ESSENTIAL FUNCTIONS:

1. Provides assistance in case management, and the overall adjustment of clients, in achieving self-sufficiency goals.
2. Provides necessary interpretation/translation and transportation to assist case coordinators with the provision of refugee service programs.
3. Keeps staff informed of specific client needs, frustrations, successes and/or failures of clients as pertinent in case progress toward self-sufficiency and job readiness.
4. Establishes and maintains case files; performs clerical duties associated with case coordination, including correspondence and reports. Prepares and maintains required documentation and requirements of the agency's CMIS and State Refugee Office's RIS data base systems.
5. Represents the refugee service programs and the Agency in the community; provides outreach and responds to inquiries.

OTHER RESPONSIBILITIES:

1. Participates in the Agency's Quality Improvement System and supports Agency compliance with relevant accreditation standards.
2. Prepares and maintains records and required documentation as directed.
3. Participates in staff meetings, staff training and development activities.
4. Performs other duties as required.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. Graduation from high school or equivalent.
2. Skill required: Work with discretion, and communicate effectively with staff, volunteers, clientele, and the public in a culturally diverse working environment; prepare and maintain records; communicate fluently, orally and in writing, in the English language and his/her specific native language; to perform the essential functions of position.

WORKING ENVIRONMENT: Responsibilities of the Case Aide involve travel and work beyond the regularly scheduled workday