

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

**POSITION SUMMARY:**

Assists with direct case management of refugees and eligible immigrants. In compliance with all contractual requirements, 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 staff with the provision of 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 database systems.
5. Represents 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:**

- Graduation from high school or equivalent.
- Experience with diverse cultures.
- Continuous possession of a valid driver's license; continuous status as an Approved Driver by the Catholic Diocese of Charlotte; continuous insurance coverage meeting requirements of the Catholic Diocese of Charlotte on any personal vehicles used as part of employment.
- Fluency in foreign language of program participants preferred but not required.
- Skills required: Work with discretion, and communicate effectively with staff, volunteers, clientele and the public in a culturally diverse working environment; prepare and maintain records according to contract and agency standards; communicate fluently, orally and in writing, in English and Ukrainian/Russian, to perform the essential functions this position.

**WORKING ENVIRONMENT:**

Responsibilities of the Case Aide may involve travel and work beyond the regularly scheduled workday, and will involve direct interactions with program participants, including in the participants' home, agency/personal vehicle or various public settings.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_