



Refugee Resettlement Office

RESETTLEMENT CASE MANAGER POSITION

We are seeking to fill one position for a Resettlement Case Manager. This position is for 40 hours per week. The hours are mostly normal business hours, but may include occasional evening and weekend hours when needed.

We are a small non-profit agency in Auburn. It is our mission to help refugees and asylees become self-sufficient in their new lives. We work with adults and families who have been granted refugee or asylee status. The majority of our clients are from Somalia, Ethiopia, Eritrea, Ukraine, Russia, Bhutan, Burma, Congo, Iraq, and Afghanistan.

JOB RESPONSIBILITIES:

- Ensure clients receive all services as described in the Cooperative Agreement Handbook
- Conduct 1st and 2nd home visits of new arrivals and any necessary follow-up visits
- Fill out intake paperwork with the clients
- Maintain case files and up to date case notes. Must turn in case notes by end of the week on services completed
- Coordinate with clients, other staff, volunteers, and external professionals
- Schedule medical appointments and transportation
- Participate in follow-up documentation procedures
- Meeting incoming refugees at the airport and assure they get settled in
- Driving to refugee's homes and various social service agencies
- May be asked to occasionally lift and move household items (typically <30 lbs.)
- Assist with PRIME program social services
- Assist with green card applications
- May be assigned tasks from other departments as the need arises

QUALIFICATIONS:

- Must be able to work well with many different kinds of people from all over the world
- Must be able to read, write, and speak English with a high degree of proficiency
- Must have a valid driver's license and no moving violations within the past 5 years
- Ability to work in person in Auburn
- Must be able to work well in a team and independently
- Must be able to work effectively despite frequent interruptions
- Must be able to manage and meet deadlines for multiple projects
- The ability to be responsible and professional: arrive on time to appointments, cancel or call in sick only when absolutely essential, etc. Our clients are job seekers and many have spent 10-20

years without jobs while in refugee camps so it is important that staff model an appropriate work ethic

- Computer knowledge of Microsoft Office, Google Drive
- COVID 19 vaccination required for employment

DESIRED QUALIFICATIONS:

- Proficiency in Dari, Arabic or Somali preferred
- Experience with immigration applications, applications for public benefits, or case-management note-taking preferred
- Experience working with refugees, asylees, or immigrants is preferred but not required
- Ability to write in English to record daily case-management activities

The most successful candidates will also have a high degree of patience, a good sense of humor, and a “go with the flow” type attitude. We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. If you are interested in applying, we encourage you to think broadly about your background and qualifications for the role.

Pay: \$23/hour with benefits.

Please include your resume with your response and send to jessie@roseattle.org.

All candidates submitting resumes and inquiring emails that pique our interest will be contacted via a return email and scheduled for a Zoom first interview. Candidates who are selected to move on will then be scheduled for a second in-person interview.