



Refugee Resettlement Office

Preferred Communities Case Manager

Founded in 1978, Diocese of Olympia's Refugee Resettlement Office (RRO), an affiliate of Episcopal Migration Ministries and the Episcopal Diocese of Olympia, serves refugees and asylees in the Seattle area. Our clients come to us from anywhere in the world seeking guidance and assistance in building a new life in America and achieving economic self-sufficiency. Our mission is accomplished through resettlement, job placement activities, and business development programs that promote self-employment.

The Preferred Communities (PC)/PRIME Case Manager works within the framework of the PC and PRIME grants providing services to clients who meet the eligibility criteria (i.e. mental health, medical, women-at-risk). The Case Manager ensures clients' basic and specific needs are met so that they can overcome barriers and make progress towards self-sufficiency. This position is 40 hours per week at \$20 per hour plus benefits.

Responsibilities:

- Conducts assessments to determine clients' needs and eligibility for PC/PRIME services
- Maintains frequent contact with assigned cases (once a month minimum, but more as needed), including home visits
- Assists clients in accessing appropriate external services and public benefits
- Coordinates referrals with other Refugee Resettlement Office staff and community providers for services including English class, childcare, education, health care, employment, immigration legal services, mental health services, addiction services, disability services and benefits, housing services, etc.
- Ensures clients' basic needs (housing, food, clothing, etc.) are addressed through intensive case management, and clients can meet these needs on their own
- Transports and accompanies clients to appointments for various services and helps them find ways to get to their appointments independently
- Provides extended community and cultural orientation (in addition to what was provided during R&P period), as needed
- Ensures that proper language interpretation and translation are provided as needed for meetings with clients and for important written documents
- Maintains organized case files, detailed case notes, and required casefile documentation for each client

- Participates in PC/PRIME program network meetings/webinars
- Participates in monthly CM department meetings
- Provides regular reports to Refugee Resettlement Office management, and funders about the PC/PRIME programs
- Maintains and update PC/PRIME databases with client information, EMM/ORR-mandated assessments, resources and gaps, and referrals
- Opens, closes and transfers cases in a timely fashion
- Community Outreach

Knowledge, Skills and Abilities:

- Clinical social workers (MSW, LCSW, or equivalent) strongly preferred.
- Case management experience (especially with refugees and international populations) also strongly preferred.
- Candidates must have excellent writing, communication and organizational skills, and the ability to handle multiple demands and shifting priorities in a fast-paced environment.
- Candidates must show a demonstrated commitment to the mission of the agency and awareness and sensitivity to multicultural issues.
- Candidates must be fluent in English. Computer literacy a must.
- Proficiency in Ukrainian language desirable.
- Must have driver's license and be willing to drive clients in personal vehicle to appointments in the area.

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.

To apply, please submit your resume, cover letter and 2 references 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.