



Refugee Resettlement Office

PRIME 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 King County area. Our clients come to us from everywhere in the world seeking assistance in building a new life in Washington state and eventually achieving self-sufficiency.

The PRIME Case Manager works within the framework of the PRIME grant 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 \$23 per hour plus benefits.

Responsibilities:

- Conducts assessments to determine clients' needs and eligibility for PRIME services.
- Engages in outreach activities to locate and enroll clients from a diverse range of refugee communities in King and Snohomish Counties.
- Maintains frequent contact with assigned cases (once a month minimum, but more as needed).
- 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, job search, 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 case management.
- Transports and accompanies clients to appointments for various services and helps them find ways to get to their appointments independently if needed.
- Conducts research about local resources that could help clients, and updates RRO's spreadsheets listing beneficial programs and services.
- 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 PRIME program network meetings/webinars.
- Participates in weekly CM department meetings.
- Provides regular reports to Refugee Resettlement Office management, and funders about the PRIME programs.
- Maintains and updates PRIME databases with client information, EMM/ORR-mandated assessments, resources and gaps, and referrals.
- Opens, closes and transfers cases in a timely fashion

Knowledge, Skills and Abilities:

- Case management experience (especially with refugees and international populations) strongly preferred.
- Bachelor's degree preferred; high school diploma plus relevant experience will be considered.
- Candidates must have excellent writing, communication and organizational skills, and the ability to handle multiple demands and shifting priorities in a fast-paced environment.
- Must be able to work successfully and respectfully with coworkers and clients.
- 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 is a must.
- Proficiency in another language such as Ukrainian is preferred.
- Must have a valid driver's license and be willing to provide clients with transportation or home visits as needed.

To apply, submit a cover letter, resume and two references to jessie@roseattle.org.