

Center for New Americans Job Description

Position Title: Intensive Case Worker
Department: Center for New Americans
Classification: Full-Time; Temporary; Non-exempt
Reports To: PC ICM Program Manager
Created: April 2022
Salary Range: \$42-\$45,000 per year



Agency Mission

“InterFaith Works affirms the dignity of each person and every faith tradition, builds racial and religious equity, and creates bridges of understanding among us.”

Agency Vision Statement

“InterFaith Works builds bridges of understanding to affirm the dignity of all people in Central New York. Working with the different faith communities and the diversity of the region’s people, we address deeply embedded social divisions. Informed and influenced by the values and ethics of the faith traditions, we work with the community to find common ground on its issues. Using the tools of interfaith and cross-cultural dialogue, we create life-changing experiences that lead to actions for the creation of a more equitable and loving community.”

Center for New Americans Description

InterFaith Works’ Center for New Americans (CNA) has been in operation since 1995, resettling newly arriving refugees from areas of the world where war, conflict, and political repression have forced mass relocation of people across the borders of their homeland. CNA provides mandated support to refugees for the first 90-days, including meeting the refugee family at the airport, securing and furnishing an affordable apartment, providing cultural orientation, providing case management and assisting the family to enroll in school to learn English, to become connected to medical services, to enroll in English classes and to prepare for and secure employment. Additional post-resettlement programs include Matching Grant, intensive case management, mental health and wellness, immigration, English as a Second Language, employment support, extended cultural orientation, and successful community integration.

Position Summary:

This position is funded through the Office of Refugee Resettlement Preferred Communities Intensive Case Management program (PC ICM), which is administered by Episcopal Migration Ministries. The program serves individuals (refugees and other ORR-eligible populations) who require specialized services based on demonstrated vulnerabilities due to physical, mental health, or social needs that adversely affect the client’s ability to access services independently in their new environment. Specifically, this temporary position will focus on serving Afghan evacuees and other refugee communities through September 29, 2025, at which time the position may be extended. The Intensive Case Worker will bring evidence-based strategies and interventions to promote better health outcomes while empowering clients to become self-sufficient in the health and wellbeing of themselves and their families. In addition to the mental health challenges common to all arriving communities (including adjustment disorders reflective of the rapid adaptation to United States culture, laws, and work), clients can include victims of war trauma, survivors of torture, and women who have experienced domestic violence. General services expected include the provision of comprehensive and strengths-based case management, assessment, coordination, follow-up,

home visits, and guided referrals. This position is supervised by the PC ICM Program Assistant Manager and provides direct support to the Assistant Director of Health & Integration Services.

Qualifications:

This individual should have experience in case management and/or refugee resettlement, a high level of initiative and creativity, proven ability to be an effective communicator, ability to handle a variety of tasks and responsibilities effectively, the ability to work with diverse groups of people with diplomacy and discretion, and the ability to work with language interpreters, or to provide formal interpretation services directly.

- Bachelor’s or Master’s Degree in Social Work preferred. Candidates with degrees in Marriage & Family Therapy, Human Development, Clinical Psychology or related fields will also be considered.
- Excellent time management skills and ability to multi-task and prioritize work; attention to detail and problem-solving skills; and strong organizational and planning skills.
- Excellent written and verbal communication skills.
- Bilingual or multilingual capability beneficial, with preference for a current or projected refugee caseload (Arabic, Burmese, Dari, French, Karenni, Karen, Kinyarwanda, Nepali, Pashto, Somali, Swahili, and Ukrainian).
- Experience in multi-cultural setting preferred.
- Working knowledge of Microsoft Windows, Word, and Excel is expected, and ability to learn national resettlement databases.
- Ability to work collegially with other staff, interns, volunteers, and outside community members.
- Valid New York State driver’s license and reliable transportation required.
- Working conditions and physical demands required:

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Ability to travel regularly throughout the service delivery area (airport pick-ups, home visits, agency visits, service provider visits etc.) at least 50% of the time using reliable transportation, traversing streets, ascending/descending stairs, and exposed to outside weather conditions.
- Remain in a stationary position at a work station and use a computer approximately 40% of the time.
- Ability to frequently sit for long periods attending meetings/trainings.
- Ability to lift up to 30 lbs.

Essential Functions:

Case Management

- Conduct pre-enrollment assessments with eligible clients to evaluate basic needs, medical and mental health status, family wellness and social supports, linkages to benefit systems, transportation, immigration status, financial literacy, etc. at time of enrollment.
- Administer intake and enrollment paperwork with clients or caregivers in coordination with interpreters, when necessary.
- Develop an individualized service plan in collaboration with each beneficiary utilizing SMART (specific, measurable, attainable, relevant, and time-based) goal format to address 1) strengths and areas where support is needed and 2) action steps for Intensive Case Worker, R&P caseworker, family (as applicable), and client to complete during their enrollment in the program.

- Maintain frequent contact with assigned cases, including home visits not to exceed 30 days between face-to-face communication, and more if needed.
- Complete assessments every 180 days during the service period to evaluate the progress of each PC beneficiary.
- Close PC beneficiary cases utilizing the PC database at the end of the service period and provide clients with formal closure letter and case closure packet.
- Assist in the provision of initial and ongoing cultural orientation(s) related to mental health, physical health and wellness, and social resources.
- Attend airport receptions and sign medical handover documentation for refugees arriving with medical escorts.
- Coordinate or provide interpretation and transportation to all necessary appointments.
- Coordinate with resource and service providers for which ICM clients are eligible and place referrals (including medical and mental health providers, schools, community partners, etc.)
- Attend client appointments virtually or in-person.
- Disseminate donated items to clients including clothing, personal care items, household goods, baby and children's supplies, groceries, etc.

Data Collection & Reporting

- Report through the ICM database on client assessment outcomes, referrals, and resources.
- Maintain PC case files and comprehensive documentation of all contact with clients.
- Ensure that client case notes and referrals are entered into the ICM database in a timely manner.
- Work in coordination with the PC ICM team regarding the writing and submission of semi-annual reports.
- Participate in EMM PC ICM quarterly check-in calls.

Client Resource Connection

- Refer clients to internal and external resources for post 90-day services including public benefits recertification, emergency rental or utility assistance, unemployment applications, etc.
- Work with the in-house Immigration Services program to connect clients to services including family reunification, adjustment of status, criminal immigration support, etc.
- Assist clients in applying for public benefits to which they are entitled, such as Social Security benefits for elders and persons with disabilities.
- Coordinate with the housing department and case management team to ensure housing and other services are accessible for incoming refugees with disabilities or other areas of vulnerability.
- Report emergencies, serious difficulties, and potential large problems with clients, other service providers, and staff to the Director of Health & Integration Services immediately.

Community Relations

- Maintain relationships with service providers including the SCSD Refugee Assistance Program, Catholic Charities, RISE, the Onondaga County Health Department, contracted health care providers including SUNY Upstate Medical University, and other human and social service agencies.
- Assist in advocating for and raising the visibility of the refugees in Syracuse.
- Serve as point of contact for external services providers for all ICM client cases (i.e. doctors, nurses, counselors, special education providers, etc.).

- Participate in national PC ICM Peer-to-Peer Learning Sessions, trainings, webinars, conferences, and meetings as requested by Episcopal Migration Ministries.

Agency & Administrative Support Functions

- Attend in-house trainings and informational conferences, as requested.
- Collaborate with other IFW staff, interns, and volunteers to improve client service.
- Participate in all staff meetings, case planning meetings, and meetings with external providers.
- Serve on internal committees to promote general agency concerns and contribute to a positive office climate.
- Participate in all-agency activities such as the ILAD, United We End Racism, etc.

Other duties as assigned.

To Apply: Please send cover letter and resume to Melissa Morral at mmorral@ifwcny.org.