

Intensive Case Manager II

Refugee Services Program

Full-Time (40 hours/week); Non-exempt Reports
to: Refugee Services Program Coordinator**AGENCY OVERVIEW:**

Through the principles of Catholic Social Teaching, Catholic Charities of Oregon achieves lasting solutions to poverty and injustice by partnering with clients to meet their economic and educational goals, and to support their physical and social well-being. Catholic Charities is the official domestic relief agency of the Archdiocese of Portland in Oregon.

PROGRAM OVERVIEW:

Catholic Charities of Oregon's (CCO) Refugee Services programs have been assisting refugees since the early 1940s, helping more than 10,000 people make Oregon their new home. CCO is an affiliate of the national voluntary agency United States Conference of Catholic Bishops (USCCB) and is one of only three agencies in the state of Oregon who provide resettlement services. Through its programming, CCO assists individuals and families who must leave their homelands due to the fear of persecution based on reasons of race, religion, nationality, membership in a particular social group, and/or political opinion. The services offered through these programs (funded through both federal and state agencies) address a wide array of needs, ranging from initial resettlement to long-term intensive case management, in order to promote successful integration into United States society while maintaining the respect and dignity of each individual and their unique culture and traditions.

POSITION SUMMARY:

The Intensive Case Manager II position will provide holistic and trauma-informed services to newly and recently arrived refugees. Case management services and activities will focus on increasing independence and self-sufficiency and be rooted in evidence-based standards of care. This position will tailor services according to the client's strength-based assessment through individual intensive case management and psychosocial support groups. Service provision will meet National Culturally and Linguistically Appropriate (CLAS) standards, designed to advance health equity and eliminate disparities. Services will be provided in both Portland and Salem, OR.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- Maintain an active caseload of 20 to 25 individual clients, which includes clients in on-going psychosocial support groups.
- Identify services specific to particularly vulnerable refugee populations.
- Working collaboratively with Domestic Violence (DV) service providers, community partners, mental health care providers, state agencies, and others.
- Provide trauma informed assessments, service plans and clinical case management to a variety of at-risk clients with complex needs, including survivors of domestic violence, sexual assault, torture and/or trauma; refugees who identify as LGBTQI+, individuals diagnosed with PTSD or other mental health conditions.
- Provide resources and services specific to removing barriers to accessing housing, employment, education, healthcare, and social services.
- Supervise staff and/or interns.
- Be a resource to Refugee Services team for serving complex cases.

- Creating, implementing, and facilitating weekly Adjustment Support Groups using an established curriculum.
- Collaborate with all agency programs, community partners, and volunteers to ensure that clients have access to coordinated services.
- Coordinate with CCO's Intercultural Counseling Center on integrated mental health needs for newly and recently arrived refugees.
- Works within a strength based, culture, and trauma informed approaches.
- Accurately capture and analyze data for all clients and program and write quarterly programmatic reports.
- Represent the agency and program at partner and community meetings; lead outreach activities and actively build new partnerships with community partners and service providers.
- Work with Program Manager and/or Director on annual program revision, design, coordination, and implementation.
- Meets standards for documentation and data entry in Catholic Charities' Electronic record and other data bases, as necessary.
- Participate in trainings and coordination meetings as requested by Supervisor.
- Build relationships with other PC programs in the USCCB network and incorporate best practices.
- Participate in trainings and meetings as requested by Supervisor.
- Adherence to Catholic Charities policies and procedures.
- Perform other duties and responsibilities as assigned.

QUALIFICATIONS:

- Master's degree in social work or human services or equivalent lived and or worked experience required.
- 2 - 3 years of case management experience required.
- 2 - 3 years supervisory experience showing progression preferred.
- Experience working with immigrants and/or refugee populations strongly preferred.
- Experience working with interpreters preferred.
- Ability to communicate concisely and effectively, both verbally and in writing in English and another language preferred.
- Trained in trauma informed care required. Training in motivational interviewing, culturally competent and person-centered case management, and assertive engagement, preferred.
- Ability to build relationships with community resources.
- Ability to effectively work with standard office programs including Word, Excel, Outlook, Microsoft Teams and PowerPoint.
- Demonstrate judgment and discretion in dealing with confidential matters.
- Demonstrated competency working with people from diverse cultures. Ability to assess and treat clients in a culturally competent manner.
- Commitment to Catholic Charities and Refugee Services Program, mission to work in partnership with vulnerable populations to achieve lasting solutions to poverty and injustice.
- Must be able to organize and prioritize work, be proactive, take initiative, follow through, and simultaneously manage multiple priorities to ensure goals are met in a timely manner. High attention to detail required.
- Excellent written and oral communication skills.
- Willingness to learn new skills and take on new responsibilities.
- Strong analytical and strategic problem-solving skills.
- Ability to work well in team setting, as well as independently; be flexible and adapt well to different dynamics in a fast-paced work environment.
- Ability to work a flexible schedule, which could include some evenings and weekends.

- Ability to lift 35 pounds and assist in moving household items.
- Travel between sites in Portland and Salem required. Must have driver's license, access to vehicle and ability to obtain automobile insurance at levels required by agency (100/300/100).
- Satisfactory results from criminal, civil and/or motor vehicle background check required.

VACCINATION POLICY:

Catholic Charities of Oregon requires all employees to confirm they are fully vaccinated, or in the process of receiving the COVID-19 vaccination. Employees can submit the Oregon Health Authority (OHA) request for exception form for medical or religious accommodation. COVID-19 testing in lieu of being vaccinated or having an approved medical or religious exception is not an option.

COMPENSATION:

Compensation is commensurate with skills and experience. Competitive benefits package, including: 100% employer paid health insurance (employee portion), disability, life insurance, paid time off, 13 paid holidays, retirement plan, free parking and more.

TO APPLY: Submit your application, resume, and cover letter at
<https://catholiccharitiesoregon.applicantpro.com/jobs/>

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