Job Description

Position Title: Case Worker
Department: Resettlement
Reports to: RP Program Manager
Status: Full-Time/Exempt
Location: Silver Spring MD

Job Summary – This position is responsible for providing effective resettlement and supportive services to refugee individuals and families resettling through the African Community Center DC Metro.

Key Responsibilities:

1. Oversee case management for incoming clients in order to provide systematic, coordinated, and timely service delivery that addresses client needs holistically and contributes cultural adjustment and self-sufficiency, including:
   - Follow established eligibility criteria; identifying needs; developing service plans; providing general counseling, referrals and other assistance.
   - Secure donation and set up apartments.
   - Pick clients up from the airport and conducting housing orientation.
   - Use agency resources effectively to support clients becoming self-sufficient.
   - Document each client case through forms and case notes, indicating all contacts made with, and on behalf of, client.
   - Conduct home visits and provide assessment of client’s current living situation. Document findings in client case files. Report problems or concerns to supervisor.
   - Make appropriate referrals to social service agencies, community resources and other organizations according to program guidelines.
   - Provide transportation assistance to necessary medical appointments and show newcomers how to use the area’s public transportation system.
   - Provide one-on-one and group socio-cultural orientation and crisis intervention on such topics as maintaining a safe, clean home; health; care of infants and children; shopping and budgeting; raising children in the United State school system.
   - Provide (access to) interpretation and translation services in refugee languages.

2. Assist with management of medical health needs for clients with escalated health concerns, including mental health issues and developmentally disabled clients.

3. Attend bi-weekly staff meetings and report on ongoing service delivery, outcomes and escalated issues.

4. Participate in the community-wide activities that promote ACC’s goals.

5. Perform other tasks as assigned by supervisor.

Education, Experience, Knowledge, Skills and Abilities

- Bachelor’s degree (B.A.), in social work or related field; or two years of related training and experience; or other equivalent combination of education and demonstrated experience.
- Prior case management experience in resettlement required.
- Fluency in foreign languages a plus.
- Self-directed, motivated, and able to handle multiple projects simultaneously.
- Knowledge of public benefits system in the DC metro area: TANF, PPP, Medicaid, ACA, Food stamps, SSI, and subsidized housing programs.
• Knowledge of resettlement practices in the U.S. including a working knowledge of United States immigration laws and regulations.
• Detail oriented, extensive documentation skills, organized, and able to work in a multi-tasked environment.
• Skilled at crisis management, problem solving, decision making, and mediation.
• Cross cultural sensitivity and knowledge with the ability and desire to work with people of other cultures.
• Maintains punctuality for work, appointments, and report dates.
• Must work well in a team setting.
• Commitment to the mission, vision and values of ACC.
• Possess a valid driver’s license and access to own transportation.
• Required computer skills: Word, Excel, Internet, Gmail, Outlook. Comfortable in utilizing new programs and databases.
• Background check and clean DMV record.

Please submit by mail or e-mail: a cover letter indicating salary history, a resume, and a writing sample to:

ECDC
Human Resources
901 S. Highland St.
Arlington VA 22204

E-mail: hr@ecdcus.org

No telephone inquiries, please.

Qualified applicants will be contacted for an interview.

ECDC is an equal opportunity employer.