



# Ethiopian Community Development Council, Inc.

901 S. Highland St. ▪ Arlington, Virginia 22204 ▪ Tel. (703) 685-0510 ▪ Fax (703) 685-0529  
*Empowering refugees and immigrants since 1983*

## Job Description

**Position Title:** Intensive Case Management Program CW  
**Reports to:** ECDC/ACC DC Senior Integration Program Manager  
**Status:** Full -Time  
**Location:** Silver Spring, MD

**Job Summary:** This position's focus is the provision of intensive case management services to eligible refugees, asylees, SIVs, Cuban/Haitian entrants, victims of trafficking, and secondary migrant. The intensive case manager will help these newcomers who have resided in the U.S. 60 months or less and require assisting in integration and achieving self-sufficiency to adapt more quickly and easily to a new culture. The intensive case manager will help clients learn how to access services to manage their conditions, learn discipline and responsibility in order to achieve economic and personal self-sufficiency.

## Key Responsibilities:

1. Oversee case intensive management for incoming community member (in the categories specified above) in order to provide systematic, coordinated, and timely service delivery that address community member needs holistically and contributes cultural adjustment and self-sufficiency, including:
  - Follow established eligibility criteria; identifying needs; developing service plans; providing general and mental health counseling referrals and other assistance; tracking clients progress and conducting case closures; and assessing program effectiveness.
  - Make appropriate referrals to social service agencies, community resources and other organizations according to program guidelines such as Food Stamp, filing for disability and age related SSI, Medicaid and specialty housing, ESL and other training programs, employment services, school enrollments, etc.
  - Provide transportation assistance to and mediation at doctor's appointments and emergency room visits.
  - Helping clients with medical paperwork management and record keeping.
  - Train participants on navigating the healthcare system on their own including making appointments and communicating pertinent information to physicians.
  - Help participant obtain citizenship and secure long term SSI.
  - Resolving eviction notices with landlords; connecting participants with community emergency rental assistance.
  - Assist other agency staff in targeting clients with acute barriers to be matched with volunteers for extra adjustment support.
  - Utilize a collaborative strategy with outside partners and organizations to address clients' needs for intensive services such as mental health, developmental and physical disability services.
  - Confer with medical service providers on ways to tailor their services, information, classes, routine procedures and systems to be more usable and beneficial to clients.
  - Provide one-on-one and group socio-cultural orientation and crisis intervention on such topics as maintaining a safe, clean home; health; shopping; budgeting, and other relevant topics.
  - Run Cultural Orientation trainings.
  - Provide (access to) interpretation and translation services in refugee languages.
  - Document each community member's case through agency forms and case notes, indicating all contacts made with and on behalf of community members, in order to provide internal and external evaluations of program accomplishments.
  - Conduct home visits and provide assessment of client's current living situation. Document findings in client's case files.
2. Assist with management of medical health needs for clients with escalated health concerns including mental health issues, developmentally and physically disabled clients.
3. Attend weekly staff meetings with supervisor and report on ongoing service delivery, outcomes and escalated issues.
4. Perform other tasks as assigned by supervisor



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## Education, Experience, Knowledge, Skills and Abilities

- Bachelor’s degree (B.A.) in social work, international development, or related field; or one to two years of related training and experience.
- Fluency in a refugee language preferred.
- Self-directed, motivated, and able to handle multiple projects simultaneously.
- Knowledge of public benefits system in Maryland: TCA, Medicaid, Food stamps, SSI, and subsidized housing.
- Previous experience interacting with refugees and general knowledge of resettlement practices in the U.S.
- Strong written communication skills, ability to write reports and to make presentations.
- Highly organized, detail-orientated and extensive documentation skills required.
- 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.
- Possess a valid driver’s license and access to own transportation
- Required computer skills: Word, Excel, Internet, Gmail, Outlook. Comfortable utilizing new programs and databases.
- Background check and clean DMV record.

**Licenses/Certifications:** Must have a driver’s license and good driving record.

## Physical Demands

- Moderate physical activity, which includes standing, sitting, lifting and/or walking.
- Ability to see within normal parameters.
- Ability to hear within normal parameters.
- Requires local travel to meetings.
- Ability to maintain emotional control under stress.

**Environmental Factors:** Work is primarily indoors in a climate-controlled building.

**Contact with Others:** Position involves regular contact with resettlement network affiliates; local, state, and federal government agency employees, private sector organizations, ECDC/ACC staff and community members.

**Other Information:** All employees are expected to comply with ECDC’s employment policies while carrying out their work. The range of responsibilities outlined above may change from time to time to reflect the changing needs of the organization.

**Confidentiality:** All employees are required to work in a confidential manner in all aspects of their work.

**Proof of Eligibility to Work in the United States:** All employees must submit proof of identity and their legal authorization to work in the United States. (If a prospective employee fails to submit this proof of work authorization, federal law prohibits ECDC from hiring the person.)

## ECDC/ACC is an Equal Opportunity Employer

This description is intended to indicate the kinds of tasks required of positions given this title. It is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

Received by \_\_\_\_\_ Date \_\_\_\_\_  
Employee