

JOB ANNOUNCEMENT

Position Title: Case Manager, Refugee Resettlement
Reports to: Director, ECDC MCC, Brattleboro
Status: Full-time
Location: Brattleboro, Vermont

ABOUT ECDC MCC AND REFUGEE RESETTLEMENT

ECDC Multicultural Community Center (MCC) is a local branch office of the Ethiopian Community Development Council Inc. (ECDC). ECDC is one of nine national resettlement agencies authorized by the Department of State to resettle refugees. The mission of ECDC and its local offices is to empower refugees and immigrants to lead a life of dignity, become self-sufficient, and integrated members of American society.

JOB SUMMARY

The Case Manager provides trauma-informed services to participants in the Afghan Placement and Assistance (APA) and the Reception and Placement (R&P) Programs to support a positive resettlement experience and the achievement of client self-sufficiency. The Case Manager works closely with clients, colleagues, and external parties to develop service and/or self-sufficiency plans to meet individual client needs and preferences utilizing a broad range of financial, medical, social, vocational, and other services and resources in accordance with client eligibility and program requirements.

Key Responsibilities

- Coordinate timely pre- and post-arrival services to ensure each client has living essentials such as housing, food, medical care, and access to transportation, and is oriented to their new environment.
- Conduct intake services with clients to assess needs.
- Develop self-sufficiency plans and timelines in partnership with each client. Provide individualized support through direct services, referrals, and advocacy.
- Provide cross-cultural information, orient refugee families to their new community, and ensure a smooth process of resettlement.
- Assess and monitor client progress to support their attainment of established goals, address challenges, and to ensure that available resources are utilized.
- Detail each client interaction in accordance with program requirements. Input client information in database(s) and assist with tracking and reporting as needed.
- Collaborate effectively with coworkers and partner organizations. Build and maintain relationships with area service providers for the benefit of clients.
- Work to connect clients with supportive community networks and support systems to ensure their long-term integration in the community.
- Attend stakeholder meetings and work with community partners to learn about resources for refugees and make referrals when needed.
- Use personal, insured vehicle and/or public transportation (where available) to travel and transport clients and materials as needed throughout the service delivery area.
- May train and lead the activities of volunteers and interns.

- Other duties as assigned.

Education, Experience, Knowledge, Skills and Abilities

- Bachelor's degree (B.A.) in social work or related field; or one to two years of related training and experience; or other equivalent combination of education and demonstrated experience.
- Two years of case management experience required.
- Self-directed, motivated and able to handle multiple projects simultaneously.
- Knowledge of public benefits system in Vermont: Reach up, Medicaid, 3Square, SSI, WIC and subsidized housing programs.
- Strong written communication skills, ability to write reports and clear case notes.
- 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.
- Must work well in a team setting.
- Commitment to the mission, vision and values of ECDC.
- Have 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.
- Must be able to pass background check and clean DMV record

BENEFITS: ECDC offers an excellent benefits package including health, dental, life, and disability insurance, paid holidays and vacations, as well as a generous retirement plan.

To Apply: Please submit (1) a cover letter; (2) a résumé; and (3) professional references to Joe Wiah, Ethiopian Community Development Council, Inc. via email at JWiah@ecdcus.org.

No telephone inquiries, please. Only those who submit the three (3) required items above will be considered for review, and qualified applicants will be contacted for an interview.

ECDC is an Equal Opportunity Employer.