

# ECDC / AFRICAN COMMUNITY CENTER

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## Job Description

**Position Title:** Case Manager  
**Reports to:** ACC DC Metro Resettlement Program Manager  
**Status:** Full-Time/Exempt  
**Location:** Arlington VA/MD

**Job Summary** – This position is responsible for providing effective resettlement and supportive services to refugee individuals and families resettling through ACC DC Metro.

### Key Responsibilities:

Oversee case management for incoming community member 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 counseling, referrals and other assistance; tracking clients progress; and assessing program effectiveness.
- Document each client's case through forms and case notes, indicating all contacts made with and on behalf of clients in order to provide internal and external evaluations of program accomplishments.
- Pick up new arrivals from this airport and transport clients to their apartments.
- Secure and furnish housing for new arrivals and perform purchasing of supply list items (food, cleaning supplies, toiletries, etc.) as necessary.
- Conduct home visits and provide assessment of client's current living situation. Document findings in client's case files.
- 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.
- Assist with management of medical health needs for clients with escalated health concerns.
- Attend biweekly staffing meetings with supervisor and report on ongoing service delivery, outcomes and escalated issues.
- Participate in the community-wide activities that promote ACC's goals.
- Perform other task as needed

**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.
- 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, Food stamps, SSI, and subsidized housing programs.
- General 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.

**Physical Demands**

- Moderate physical activity, which includes standing, sitting, lifting and carrying furniture and suitcases, and walking.
- Ability to see and hear within normal parameters.
- Requires local travel pick-up clients at the airport and take them to their home and to a variety of appointments; and to attend meetings locally.
- Ability to maintain emotional control under stress.

**Contact with Others:** Position involves daily verbal and written contact with employers, clients, local social service agencies, and ECDC staff.

**Performance Criteria:** Related to job responsibilities, core competencies, and performance goals developed with supervisor and set annually.

**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.)

**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.

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

