



Spanish Case Manager Role Description

Job Title: Case Manager

Supervisor: Elijah Penner- Director of Resettlement

Role Purpose: To provide Reception and Placement and Extended Case Management services to newly arrived refugees.

Time Commitment: 30-40 hours per week

Ideal Candidate: Google workspace experience, general computer skills, strong communication, organizational skills, teamwork skills, and lived refugee experience preferred or social work experience in a related field.

Required: Professional bilingualism in English and Spanish

Role Duties:

1. Complete Reception and Placement and Extended Case Management tasks as required by World Relief
 - a. Participate in airport reception for newly arriving refugees in a welcoming, culturally and linguistically appropriate manner
 - b. Ensure that core services and meetings are provided in a shared language with the client. When there is no shared language, the Case Manager should ensure that telephonic, video, or live interpretation is provided.
 - c. Advise on cultural issues and topics, speaking into all areas of our service model to ensure culturally sensitive practices
 - d. Provide transportation for clients, as needed, to attend required appointments
 - e. Provide Home Visits to families for education and needs assessment.
 - f. Conduct intake meetings to identify needs, set clear expectation, and prepare a self-sufficiency plan to identify necessary supports
 - g. Schedule appointments for new arrivals for core services (Social Security, DHS, Salem/Keizer School District, health intakes, etc)
 - h. Connect school aged children and their families to the school district for enrollment and support
 - i. Provide Intensive Case Management for the most vulnerable clients on a case-by-case basis
 - j. Network with Resource Team Leaders and other Community Partners to connect families to the needed resources
 - k. Communicate with Good Neighbor Teams ongoing about family updates and support needed
 - l. Complete required case notes, assessments, and provide required forms and documentation for all funding sources

2. Participate in Cultural Orientation modules
 - a. Ensure clients have a transportation plan to attend Cultural Orientation modules
 - b. Provide translation for Cultural Orientation classes when needed
 - c. Conduct Cultural Orientation assessments, whether oral or written
 - d. Use Whatsapp or group text messaging to disseminate information to the refugee community

3. Attend required meetings:
 - a. 1:1s with Office Director
 - b. CFR & SFR Staff Meetings
 - c. Staff Events: retreats, holiday parties, team building events, etc
 - d. Other Related Events: World Refugee Day, fundraisers, and community events

4. Be available and willing to help in emergency situations, occasionally outside regular working hours

5. Adhere to Salem For Refugees policies, procedures and overall mission

This job description is not all-inclusive or an exhaustive statement of duties, responsibilities or requirements.

Interested parties should send cover letter and resume to Laurel Rightmer: laurel@salemforrefugees.org