

Lutheran Services Carolinas

Job Description

Rev. 2/26/2020

Job Title: Case Manager, Post Release and Home Studies

Supervisor (title): PRS/HS Services Coordinator

Department: Refugee and Immigrant Services

Approved by: Syhesia Sharpe



Date: 11/7/2017

Position Purpose/Summary *(A brief descriptive statement that summarizes the overall purpose and objectives of the position, the results the worker is expected to accomplish and the degree of freedom to act.):*

Lutheran Services Carolinas' Refugee and Immigrant Services Department provides culturally appropriate, trauma-informed, comprehensive services to refugees and immigrants across North and South Carolina.

The Post Release and Home Studies Program Case Manager works with Unaccompanied Children (UCs) who are fleeing their country of origin and arrive in the U.S. without a parent or legal guardian. UCs are placed into the custody of the Office of Refugee Resettlement and often released to caregivers in local communities across the country. Lutheran Services Carolinas works in collaboration with the Office of Refugee Resettlement and Lutheran Immigrant and Refugee Service to provide case management to UCs who are reunified with caregivers in North and South Carolina.

Essential Functions *(List the tasks, duties, and responsibilities of the position that are most important to get the job done. The responsibilities should be listed in the order of importance, with the highest priority functions first. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.):*

1. Conduct home visits and phone contacts with the dual purpose of assessing safety and appropriateness of child's placement with his/her caregiver (sponsor), and connecting child to services in the community to address risk factors.
2. Perform ongoing case management with a focus on screening and making appropriate referrals to address child's needs in the following domains: placement issues, safety issues, education, health, mental health, legal/immigration proceedings, substance abuse, independent living, juvenile/criminal justice, and child enrichment activities.

3. Provide crisis intervention services directly, as needed, or connect family to services to ensure minor's safety and well-being in a crisis situation.
4. Submit detailed and thorough documentation in compliance with LSC policies and procedures. Utilize social work best practices for thorough assessments of child's progress and services provided.
5. Maintain regular and timely communication with supervisor around any issues concerning the child's safety, stability, or well-being in the placement.
6. Participate in ongoing supervision.
7. Report trends, challenges, and successes in working with the population as appropriate to supervisor or designee.
8. Participate in LSC trainings on cultural competence, service provision, and policies and procedures.
9. Other duties as assigned by supervisor.

Supervisory Responsibilities, if any (*The scope of the person's authority, including the positions that report to the incumbent.*): N/A

Qualifications (Minimum Job Requirements): *The requirements listed below are representative of the knowledge, skill, and/or ability required for the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:*

Education: Bachelor's degree in social work, or other relevant degree or equivalent experience; Master's degree preferred

Experience: At least one year experience in child welfare or trafficking survivors. Experience working with refugee or immigrant children preferred. Cross-cultural or international experience preferred.

Specific skills/abilities: **Fluency in Spanish required.** Excellent clinical and crisis intervention skills. Excellent verbal and written communication skills. Critical assessment and analysis skills. Motivated, organized, flexible and able to navigate multiple service priorities.

Specialized knowledge, licenses, etc: Proficiency in Microsoft Office applications. Must carry a valid NC or SC driver's license. Knowledge of community resources and ability to connect families to community services.

Preferences (Optional): (*Preferred attributes for the position, which are not absolutely required in the minimum qualification - e.g. masters degree, bilingual*).

- Master's degree
- Experience working with refugees or immigrants

Working Conditions/Physical Requirements: (*Please list work conditions for physical or other important issues which relate to the job; the conditions listed should be representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*).

1. Ability to travel to home visits and other service agencies to serve the client.
2. Must have access to a personal vehicle.
3. Documentation demands are both rigorous and extensive.

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date

Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.