Case Manager-Swahili/Kirundi/Kinyarwanda/French

**Location:** Catholic Community Services of Utah, 2504 F Ave Ogden Utah 84401  
**Status:** Non-Exempt, Full-time, with benefits  
**Salary:** $14.50-15.00/hr DOE

Catholic Community Services of Utah provides help and creates hope for thousands of people of all beliefs who are most in need in our community through Refugee Resettlement, Homeless Services and CCS of Northern Utah programs.

CCS offers an outstanding benefits package including group health insurance, dental, 401a and 403b retirement plans and a generous PTO/holiday schedule.

**Job Description:**

Assume primary responsibility for ensuring the service delivery system is responsive to all the needs of each Refugee Client during the service period. Provide case management services as outlined in the USCCB/MRS cooperative agreement, and according to Reception and Placement (R&P) and Match Grant regulations, state and federal regulations, and in compliance with policies and procedures of Catholic Community Services Refugee Resettlement Program. Communicate with and utilize services of volunteers in order to best meet the needs of clients. Represent Catholic Community Services well in the community and with service partners.

**Responsibilities include:**

1. Follows six steps of Resettlement Case Management when completing all major responsibilities.  
   - Intake/Assessment  
   - Planning  
   - Coordination of Services  
   - Cultural Orientation  
   - Follow-up-Monitoring  
   - Health Care Coordination  
   - Connection to employment  
   - School enrollment  
   - Case Advocacy  
   - File Maintenance  

2. Perform Pre-arrival and Core Services as outlined in the USCCB Program Operation Manual
3. Designs resettlement plan, treatment, service integration and agency collaboration to meet the needs of the refugee.

4. Attend regularly scheduled case management and staff meetings.

5. Cooperates with Job Developers and other CCS staff, State Agencies, and other service providers as necessary, in providing reports, documents and other such paperwork.

6. Builds community partnerships and represents and goals and mission of CCS professionally.

7. Strict adherence to deadlines of CCS and other agencies providing necessary services for the resettlement process during the service period.

8. Provide interpretation and translation services.

9. Other duties as may be assigned.

Skills, knowledge and abilities:

1. Works independently in safe, appropriate manner. Demonstrates both problem solving and problem prevention.

2. Able to be sensitive to the needs of clients, client’s families, visitors, co-workers, volunteers and other persons with whom the employee may interact.

3. Proficiency in English oral and written communication.

4. Must maintain confidentiality regarding clients

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6. Ability to pass a BCI.

7. Availability of an automobile with proof of current Utah driver’s license and auto insurance

8. Ability to be on-call on nights and weekends for client emergencies and able to be onsite in a timely manner.

9. Must speak at least one or more of the following languages: Kinyarwanda, Kirundi, Swahili, French.

Education, training and or experience:

1. Bachelor’s Degree from an accredited institution or equivalent experience

2. Experience in refugee case management and knowledge of the refugee services provider’s network

3. Familiar with and supportive of the mission of Catholic Community Services of Utah and the vision of the Catholic Church articulated by the diocesan bishop

4. Experience with multi-cultural and refugee community

Disclaimer Statement: This job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. The employer reserves the right to change or assign other duties to this position.

CCS is an equal opportunity employer.
To apply: Please go to the company website: ccsutah.org and apply under the employment tab.

Position closes: Open until filled

Requisition #: 16.5.3