

**Title: Case Manager/Job Developer( 1 year Grant Funded)**

**Department: Bhakita Program (f/k/a-Refugee, Resettlement and Human Trafficking)**

**Location: Riviera Beach**

**Hours: Full Time – 37.5 hours per week**



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**Job Description**

Reports to: Program Director  
Supervises: None  
FLSA Status: Non-exempt

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Develops a resettlement plan for each client that supports client to self-sufficiency. This involves assessing the needs of all clients in each assigned case and developing a plan with goals and timely objectives that empowers clients to reach self-sufficiency.
- Responsible for implementation of the resettlement plan for each client on caseload.
- Identify employability potential of each client and supports client in acquiring skills and resources needed to gain and obtain employment and remove barriers to employment.
- Identifies job opportunities suitable for clients, assist in filling out applications, creating a resume, setting up interviews with potential employers, accompanying clients to interviews, and following up with employers and clients.
- Offer interpretation and translation services to refugee clients, as well as transportation to interviews and appointments, as necessary.
- Designs and presents cultural and social orientation in the clients' native language.
- Processes Employment Authorization Documents (I-765, I-92s) forms to enable employable client obtain work permits.
- Assist clients in resolving basic immigration issues and/or refers clients to Immigration Services if needed.
- Coordinates the delivery for services by making referrals and keeping a record of services provided.
- Provides follow-up services to clients to ensure appropriate services delivery and seeks by making referrals and keeping a record of services provided.
- Provides follow-up services to client to client to ensure appropriate services delivery and seeks feedback from participating providers.
- Maintains an accurate and up-to-date and confidential case record/file of each client. This information is completed both electronically and in hard copy form.
- Accurately inputs up-to date information in the client database.
- Maintains an up-to date log of all substantive contacts with the client with focus on the resettlement and service plan. In addition to documenting all services, record clients' employment-related progress in case file, including compliance, job offers, all placements, job retention, public assistance usage, follow-up on placements, and possibilities of upgrades. Complete all required reports.
- Prepares all check request and other required client documents in a timely manner.
- Completes all required reports thoroughly and in a timely manner.
- Reassesses the case during the service period to ensure proper management of the case.
- Participates in assessment, job readiness and immigration and refugee and resettlement workshops and conferences.
- Develops ideas, proposals, and recommendations for new and improve services as part of the continuous quality improvement process.
- Responds to communication requirements in a timely and professional manner.

- Attends Agency meetings/staff development programs as required.
- Attends training sessions as determined by needs outlined in annual evaluation.
- Support the social teachings of the Catholic Church.
- Participates on Continuous Quality Improvement and Performance Quality Improvement teams.

**QUALIFICATION REQUIREMENTS:**

- Bachelor's degree or equivalent.
- 2-3 years' experience in refugee related work.
- Bilingual. (Russian or Ukrainian languages preferred).
- Ability to function as part of an interdisciplinary team.
- Knowledge of community social services resources.
- Positive interpersonal skills.
- Computer skills.
- Ability to deal with applicants, service providers, co-workers, and supervisors.
- Common sense and good judgement in handling day-to-day matters without direct supervision.
- Ability to forge mutually respectful partnerships with supervisor, coworkers and clients with an understanding and sensitivity to cultural differences. This sensitivity includes but is not limited to characteristics of specific cultural and ethnic groups, religious, various socio-economic groups and those living alternative lifestyles.
- Ability to work independently, set priorities and make decisions with minimal supervision.
- Organized, self-starting, punctual, honest, and courteous.
- Understand the importance of maintaining confidentiality/privacy.
- Knowledge and support of Catholic Social teaching.
- Florida driver's license and excellent driving record.
- Exhibits professional telephone manner, interpersonal skills, confidentiality.
- Ability to work effectively with Diocesan employees, pastors, department heads, representatives of other agencies and the public.
- Ability to multi-task, work independently and made responsible judgement calls.
- Ability to respect confidentiality and consistently exercise discretion and good business judgment.
- Ability to work irregular hours.

**PHYSICAL REQUIREMENTS:**

- Ability to work closely with others and alone.
- Work hours are regular; however, the job demand may require extended hours from time to time.
- Work requires regular communication to and from others, in person or remotely, using normal communication methods including telephone, typed or written documents, electronic mail, direct speech, etc.
- Willingness to travel through-out the Diocese of Palm Beach to fulfill job requirements.
- Willingness to respond to emergency situations without notice.
- Willingness to prioritize and respond to the needs of potential clients.
- Occasional light lifting and carrying of under fifteen pounds.
- Frequent use both hands and fingers (i.e., typing)
- Frequent extended periods of sitting
- Occasional periods of standing, kneeling, and climbing
- Occasional ability to distinguish basic colors (i.e., graphics)
- Occasional time spent working closely with others

The above is intended to describe the general context of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

**Reviewed/Approved By:**

**CEO-Executive Director: \_\_\_\_\_ Supervisor: \_\_\_\_\_ Human Resources: \_\_\_\_\_ Finance Director: \_\_\_\_\_**

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**Hand delivered on \_\_\_\_\_, by \_\_\_\_\_ (Supervisor)  
to \_\_\_\_\_ (Employee).**

**I acknowledge receipt of and understand my job responsibilities as outlined  
in this job description.**

**Signed: \_\_\_\_\_ (Employee) Date: \_\_\_\_\_**

**Signed: \_\_\_\_\_ (Supervisor) Date: \_\_\_\_\_**

**Copies: Supervisor, Employee**

**Original: Human Resources**