Pre-Arrival Case Manager- Fort Worth

Job Details

Level
Entry
Job Location
USA-TX-Fort Worth
Travel Percentage
Local travel using own vehicle
Position Type
Full Time

Description

The Pre-Arrival Case Manager is responsible for performing all pre-arrival duties as prescribed in the United States Refugee Admissions Program /Reception and Placement Cooperative Agreement. The Pre-Arrival Case Manager ensures that newly arrived refugee families are provided with a home that meets all program requirements including housing supplies. The Pre-Arrival Case Manager works with volunteers to execute apartment set-ups. The Pre-Arrival Case Manager works closely with the Resettlement Team and Resettlement Supervisor to assist with other duties as assigned. This job requires the ability to work with volunteers and diverse community stake holders.

- Ensure that all apartments have been set up in accordance with the requirements of the Cooperative Agreement with all household goods, furniture, and other items present, and that the housing is decent, safe, affordable, and complies with housing standards
- Use agency forms and checklists for apartment set ups
- Maintain positive communication between RST and apartment complexes to secure housing for incoming clients and communicate any issues in need of follow-up
- Request appropriate funding and purchase orders for incoming clients in a timely manner
- Maintain necessary case notes and documentation to ensure grant compliance
- Communicate promptly with the Resettlement Supervisor regarding any needed resources that will otherwise hinder compliance
- Enter all new arrival cases into the Refugee Management Systems (RMS); complete all pre-arrival activity documentation in RMS
- Work with volunteers to set up apartments and to assist with airport pick-ups as needed and assigned
- Complete pre-arrival check requests timely and accurately
- Assist with picking up clients from the airport on a rotating basis
- Participate in program meetings and staff development activities
• Comply with all policies and protocols of the agency
• Support Resettlement Supervisor with other duties as assigned
• Manage volunteers with patience and using appropriate tools
• Manage Walmart card and client home set up purchases transparently and accurately
• Complete all case file documentation as needed
• Assist Resettlement Case Managers with other case management duties as directed
• Assure cases in IRIS and case note accordingly; review bio data information and case note any special needs or requirements and notify the case manager upon arrival
• Complete RST donation log records for volunteer hours and donations

Qualifications

• Bachelor’s Degree preferred
• Ability to speak in another language preferred
• Excellent communication skills both verbal and written English, fluency in an additional language a significant plus.
• Previous experience working at a social service agency for at least one year
• Computer proficient including Microsoft Office applications (Word, Excel, and Outlook)
• Valid Texas driver’s license and minimum mandatory Texas automobile insurance coverage; Must have a car for frequent local travel
• Ability to lift 50 pounds or more