Intensive Case Manager

Job Details

Level
Entry

Job Location
USA-TX-Austin

Position Type
Full Time

Description

JOB SUMMARY: The Intensive Case Manager will be responsible for providing medical case management services at the Refugee Services of Texas Austin Service Center. He/she will serve as a case manager overseeing the case management of refugee arrivals with a focus on providing strength-based case management to special medical cases and/or single parents.

ESSENTIAL FUNCTIONS:

- Provide case management services to Cuban Parolees facing medical barriers and/or are single parents
- Provide intake and assessment for refugee clients and create individualized case management service plans
- Maintain case files and for all clients enrolled and ensuring proper documentation of services rendered
- Prepare reports and ensure program targets and outcomes are met
- Create presentation materials and conduct outreach initiatives to local service providers
- Develop and coordinate extended/intensive client orientations based on assessed needs
- Identify referrals and determine eligibility for the ICM program
- Other duties as assigned

Qualifications

Licenses/Certifications:

Valid Texas driver's license and minimum mandatory Texas automobile insurance coverage; Must be able to provide own daily transportation

Knowledge/Skills:
High English language proficiency and excellent communication skills both verbal and written required. Computer proficient including Microsoft Office applications (Word, Excel, PowerPoint and Outlook) required. **Spanish language competency highly preferred.** Position will be working with a high volume of Spanish speaking clients.

**Experience:**

Background in social services required. Preferred candidates demonstrate specialization in medical case management. Previous case management experience 1-3 years preferred; Experience working with diverse populations and refugee social services programs preferred Experience and education may be substituted for one another.

**Education:**

Graduate of an accredited 4 year college or university with major course work in Social Work, Sociology, Psychology or a related field or a comparable amount of training and experience may be substituted for degree.