

Field Case Manager

The Field Case Manager works with families identified as needing added support due to qualifying factors of vulnerability. Field Case Managers will perform interviews and assessments to identify and categorize households as eligible for the services provided.

The Field Case Manager reports directly to the Director of Case Management.

Related Responsibilities:

- Conduct intake assessments for households to determine if they present with a noted vulnerability that qualifies them for Field case support activities.
- Designate and inform the family that they will be enrolled in Field Case Management.
- Conduct appointments at home as needed.
- Accompany families to specified appointments where no other support can be provided - e.g. volunteer, resettlement case manager, etc.
- Provide crisis intervention and assists families in understanding the implications and complexities of their life circumstances.
- Develop case plans with clients with a trajectory toward self-sufficiency - identifying short term, medium and long term goals.
- Assess clients and identify broad based needs.
- Refer households to other SCN services as identified.
- Deliver client services in a culturally-competent and trauma-informed manner.
- Attend and participate in meetings with fellow staff at the discretion of the Director of Case Management.
- Ensure data and all documentation follows the format set.
- Support and organize CM team led workshops.
- Inputs necessary data on a weekly basis at a minimum.
- Makes appropriate referrals and linkages to ensure clients have needs met.
- Attends and participates in interdisciplinary team meetings with partner organizations.

- Attends meetings and training at the discretion of the Director of Case Management.
- Provides or helps in securing transportation to designated clients to appointments, as needed and with the support of the Director of Case Management.
- Complies with SCN policies and procedures.
- Maintains appropriate professional boundaries in keeping with client services policies and procedures.
- Submit data and anecdotes on a quarterly basis (more often if during a peak fundraising season) to help support development narrative and strategy.

Qualifications:

- Bachelor's Degree.
- Social work background preferred.
- Understanding of Middle Eastern culture.
- Arabic speaking, strongly preferred.
- Strong interpersonal skill with the demonstrated ability to engage with the client base.
- Commitment to social justice and basic understanding of issues affecting refugees.
- Knowledge of Salesforce, Google Products, Microsoft Office preferred.

Salary:

\$42,000-\$45,000

This position is not exempt from overtime.

Benefits:

- Half Day Friday's
- Generous PTO
- Simple IRA Enrollment with Employer Contribution
- Medical, Dental and Term Life Insurance
- Hybrid Work Schedule

To Apply:

Please email our Director of Operations, Maya Atassi at maya@syriancommunitynetwork.org with your resume.