



Kentucky Refugee Ministries, Lexington Case Worker (Full-Time)

Kentucky Refugee Ministries (KRM) seeks to hire a Case Worker for its Lexington office. As part of the KRM team, the Case Worker will work with refugee, asylee, and other forcibly displaced immigrant clients from a range of countries and diverse educational, vocational and cultural backgrounds. The Case Worker must be adept at ensuring the provision and documentation of basic services to a high volume of clients, while at the same time providing intensive case management and enhanced access to services and support for those with special needs. The Caseworker will have substantial independent responsibilities and be expected to combine field work, including home visits, with in-office client consultations and case management tasks.

Agency Profile

Founded in 1990 as a nonprofit agency, KRM is a local affiliate of the national network of agencies authorized to provide resettlement services to refugees admitted to the United States through the federal U.S. Refugee Admissions Program. KRM Lexington, a sub-office of the main Louisville office, opened in 1998. Clients come from a wide variety of countries, and most can be served for up to 5 years after arrival in the U.S. With clients and staff from diverse backgrounds, KRM does not conduct any religious activities or messaging to clients, and serves all eligible clients regardless of religion, race, ethnicity, gender identity, or sexual orientation.

Essential Duties

Working with KRM Lexington's Case Manager and a team of case workers, the Case Worker will:

- Conduct strengths-based case management with all assigned clients.
- Ensure delivery of required services, as relevant for the program the client is enrolled in.
- Work with clients to develop case plans/service plans to outline their goals, the steps required to reach those goals, and to identify responsible parties for each step, whether that be the case worker, client, other KRM staff, or others.
- Provide orientation to new clients and ongoing explanation of program objectives and compliance requirements. Ensure thorough documentation of services, case information and case notes in client casefile and electronic databases.
- Coordinate clients' overall case management plan and work closely with other KRM specialist staff in the areas of housing, employment, medical case management, mental health, English language education, cultural orientation, and immigration legal services.

- Request approval for, emergency financial assistance for clients as needed and allowed under various programs, including rent or utility assistance, food assistance, etc.
- When needed, help clients adjust to independently manage household finances, budget their employment and public assistance income, and pay bills. The Case Worker will seek to empower refugees to become self-supporting, while at the same time compassionately assisting refugees with special needs or barriers to employment or independent living.
- Make client referrals to outside social service agencies and other local service providers as appropriate. A good knowledge of these community service providers and a strong commitment to advocating for refugees' access to services is essential.
- Participate in office-wide events and initiatives.
- Other duties as assigned.

Required Qualifications

The successful applicant will bring a combination of knowledge, skill, flexibility, enthusiasm, cross-cultural experience, and interpersonal skills to this position. Required qualifications include:

- Bachelor's degree in a relevant field preferred; substantial, directly-related experience in refugee resettlement or similar work may substitute.
- Case management experience is highly desired.
- Demonstrated ability to work with clients and staff of diverse backgrounds and cultures.
- Excellent organizational and time management skills and ability to keep accurate, up-to-date records.
- Knowledge of or experience in trauma-informed care and services.
- Standard office computing skills, plus ability to learn new software.
- Ability to meticulously document services and produce reports and case files for review as needed.
- Ability to work effectively both individually and as part of a team.
- Outstanding written and verbal English communication skills; other relevant language skills are also desirable.
- Patience and flexibility.
- Ability to multi-task in a fast-paced, sometimes stressful work environment.
- Valid driver's license and ability to transport clients. The Case Worker will sometimes use KRM vehicles but may also use a personal vehicle at times. Mileage will be reimbursed.

Position Requirements and Benefits

This is a full-time position (40 hours per week). Most work will be conducted during standard business hours, but the Case Worker may be required to provide some services after hours as needed (and can use a flexible schedule other days during a week when evening hours are worked). Benefits include medical, dental, and life insurance; paid vacation, holidays, sick and personal days, and paid parental leave.

During COVID, a majority of the work hours will be remote. But limited essential in-office work conducted in observance of COVID precautions is required.

To Apply

Please email a résumé and cover letter by 5pm December 7, with “case worker” in the subject line, to Mary Cobb, KRM Lexington Director, at mcobb@krmlex.org