



Kentucky Refugee Ministries, Louisville Caseworker (Spanish-fluent)

The Caseworker will provide case management services to Cuban and other Spanish-speaking immigrants, asylum-seekers or asylees, and migrants, most of whom are recently-arrived to the United States.

The vast majority of clients will be those from Cuba, with smaller numbers from Central American, Venezuela and other countries. Clients will have a range of immigration statuses. Clients may also include a small number of Haitians.

A majority of clients will have limited English proficiency. All case management services will be provided in Spanish¹. The Caseworker 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 be responsible for the intake and orientation of new clients and ongoing explanation of program objectives and compliance requirements. Thorough documentation of services, entering case information and casenotes in client case files and separate electronic databases is mandatory.

After registration for services, the Caseworker will be responsible for ensuring the timely delivery of required core services, including but not limited to, Social Security cards and SNAP (Food Stamps) benefits; Medicaid enrollment, medical screenings and follow-up appointments; enrollment in cash assistance, ESL and employment programs; and referral to immigration legal services. For clients not eligible for public benefits, the Caseworker will assist in accessing other private community resources and support.

The Caseworker will coordinate clients' overall case management plan and work closely with other KRM specialist staff in the areas of housing, employment, youth and elder services, medical case management, mental health, English language education, cultural orientation, victim advocacy and immigration legal services. Additionally, the Caseworker will make client referrals to outside social service agencies and other local service providers. A good knowledge of these community service providers and a strong commitment to advocating for clients' access to services is essential.

The Caseworker must educate newly-arrived immigrants on how to independently manage their household finances, budget their employment and public assistance income, and pay their bills.

In keeping with the agency and program orientation toward early employment and refugee self-sufficiency, the Caseworker will seek to empower clients to become self-supporting, when possible, while at the same time compassionately assisting those with special needs or barriers to employment or independent living. A strengths-based, trauma-informed-care approach will inform case management.

¹ Except for Haitians, for whom Creole interpreters are utilized

However, a majority of KRM's Cuban clients currently face long waits for employment authorization. During this lengthy pre-employment period for clients, the Caseworker will be significantly involved in regularly checking on the clients' status; providing other social services related to accessing medical care and housing; and assessing their need and eligibility for agency financial assistance. Prior to employment, clients are required to attend ESL classes each week, which are currently offered online.

The Caseworker will be responsible for providing services and referrals to clients after initial resettlement, generally for a period of up to five years. While the need for provision of such long-term case management may be sporadic, these services may include issues related to housing, personal or consumer finance, family matters, medical problems, family reunification, medical issues and COVID-related financial and other emergency assistance.

Some management and supervision of university interns will be required. The Caseworker will also effectively coordinate with volunteers and faith-based co-sponsors who provide welcome, support, community orientation and tutoring/mentoring to newly-arrived immigrants.

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, including casenotes and documentation and maintenance of case files.

Senior case management staff will provide supervision, direction and collegial support to the Caseworker.

COVID Work Arrangements: Currently, work arrangements are hybrid, with a minimum in-office requirement of two days-a-week, and required field work required and in-person client interaction conducted in compliance with COVID-safety protocols, including universal masking. With increases in the community COVID vaccination rate and reductions in the local infection rate, the in-office requirement may increase.

Agency Profile

Founded in 1990 as a nonprofit agency in Louisville, Kentucky Refugee Ministries (KRM) is a local affiliate of Church World Service, one of nine national voluntary agencies authorized to provide resettlement services to refugees legally admitted to the United States through the State

In addition to refugees, KRM Louisville also currently serves Cuban immigrants, as well as small number of individuals from various countries who have been approved for asylum, are applying for asylum, or are otherwise resident in Kentucky.

KRM secures housing and medical care for clients and provides them with comprehensive case management including employment services, ESL and cultural orientation, and specialized programs for immigrant youth and elders, victims of crime, and the arts. KRM also offers citizenship classes for legal permanent residents preparing to apply for U.S. citizenship. KRM's Louisville office has an immigration legal services office with six full-time staff, including three attorneys, who provide a services to immigrants of all statuses.

KRM staff do not engage in any religious messaging in connection to delivery of client services.

Essential Duties and Tasks

- Create client case file and enter all client biodata and documentation into case file and computer databases
- Provide comprehensive intake orientation to new clients
- Complete and submit all appropriate referral paperwork
- Assist eligible clients in applying for Social Security cards, SNAP (Food Stamps), K-TAP (TANF), Medicaid, SSI or SSI-Disability
- Complete and update Family Self-Sufficiency Plan and other required case management case plan templates used to measure clients' progress in overcoming barriers to self-sufficiency
- Communicate closely with agency specialist staff to implement and track a comprehensive case management plan for each client
- Enter client casenotes on a regular basis and maintain client case file in orderly and prescribed manner
- Demonstrate knowledge of local social and community services and make appropriate client referrals
- Communicate effectively on behalf of clients with local public and service providers, including public benefits caseworkers at the Department of Community-Based Services (DCBS)
- Complete regular program reports for funders: the Kentucky Office for Refugees, private foundations and other funders
- Track all assigned cases, meet regularly with clients, and effectively organize time to ensure equitable provision of services
- Supervise, train and effectively utilize university interns
- Interact and coordinate with volunteers and faith-based co-sponsors
- Represent agency and clients with community service providers and other refugee resettlement stakeholders

Job Requirements

- Spanish fluency is a non-negotiable requirement
- Bachelor's degree required. Master's degree a plus.
- Demonstrated and verifiable direct services experience either in a social services or cross-cultural setting
- Strong computer and organizational skills, including proficiency in MS Excel
- Ability to drive and transport clients by car

Specialized Skills

- Ability to work with clients of diverse nationalities and cultures
- Comfort delivering services to limited-English-proficient clients
- Strong detailed-orientation; capacity to provide clear documentation of services
- Team-orientation; ability to work in coordination with agency resettlement staff
- Strong outreach skills; ability to network with community service providers

- Patience and strong commitment to client care, while at the same time adhering to agency mission of promoting client self-sufficiency
- Personal resiliency to endure stressful situations relating to individual client case management, or program implementation during peak caseload periods
- Commitment to ethical conduct, maintaining appropriate boundaries with clients, and respecting client autonomy

Compensation and Benefits

This is a full-time position, 40 hours a week, during normal business hours. Compensation based on experience and background. Benefits: Medical, dental, vision and life insurance; paid vacation, holidays, sick and personal days.

To Apply

Interested applicants should reply with a résumé and cover letter by Thursday, January 6, 2022, to

John Koehlinger
Executive Director
Kentucky Refugee Ministries
969-B Cherokee Road
Louisville, KY 40204
Email: jkoehlinger@kyrm.org

Those who have previously applied for a position at KRM are eligible to reapply. Only applicants selected for an interview will be contacted.