



KRM Louisville Cuban-Haitian Office Caseworker (full-time)

Kentucky Refugee Ministries' (KRM) Louisville office seeks a Caseworker to provide case management services to Cuban and Haitian immigrants recently-arrived to the United States/Louisville. All clients will be legally admitted to the United States. The vast majority of clients will be Cuban, with a majority having limited English proficiency. The Caseworker will provide orientation and services in Spanish. Fluency in Spanish is an absolute requirement for the position.

The Caseworker will be responsible for the intake and orientation of new clients and ongoing explanation of program services and compliance requirements. Due to the high volume of clients, initial intake orientations will take place in a large group setting, requiring the Caseworker to have effective presentation skills.

The Caseworker will be responsible for helping all clients apply for Social Security cards, SNAP (Food Stamps), Medicaid, and Temporary Assistance for Needy Families (TANF) or other refugee-specific cash assistance programs. These applications will require regular contact with and visits to the Social Security Administration and the Commonwealth of Kentucky's Department of Community Based Services (DCBS).

The Caseworker will be responsible for tracking his/her clients' Medicaid enrollment status and providing referrals for needed medical treatment, including a required refugee health screening.

For a segment of the caseload, the Caseworker will be responsible for pre-arrival services, including obtaining housing and coordinating with KRM's donations and volunteer coordinators to ensure that required furniture and household items are placed in clients' apartments, and airport reception.

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

During initial resettlement, the Caseworker will be responsible for overseeing the financial management of his/her cases and for processing vouchers for agency-managed funds to ensure that clients' basic needs—including rent, utilities, food, and TARC passes/tickets—are met. Additionally, the Caseworker must educate newly-arrived refugees on how to independently manage their household finances, budget their employment and public assistance income, and pay their bills.

KRM's program orientation promotes early employment and client self-sufficiency. The Caseworker will adopt a strengths-based case management approach, supporting immigrants' resilience and adaptive skills with the resources, information and encouragement they need to transition to self-support and integration. However, within that broad orientation, the Caseworker must recognize the significant barriers and pressures clients face in adapting to

American life in an accelerated timeframe. Further, the Caseworker must become practiced in trauma-informed care so as to be sensitive and appropriately responsive to immigrants still coping with the aftereffects of trauma incurred prior to or during their migration to the U.S.

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.

The requirements for maintenance of case files and documenting services and enrollments through casenotes (written in English) and entries into electronic databases are stringent. The Caseworker must be organized, able to practice effective time management and be efficient and accurate in documenting services.

Agency Profile

Founded in 1990 as a nonprofit agency, Kentucky Refugee Ministries (KRM) is a local affiliate of Church World Service and Episcopal Migration Ministries, two of nine national voluntary agencies authorized to provide resettlement services to refugees legally admitted to the United States through the U.S. State Department's Refugee Admissions Program.

Since 1995, under the auspices of the Church World Service/Immigration and Refugee Program (CWS/IRP), KRM has also assisted Cuban/Haitian entrants admitted under a special program for Cuban immigration administered by the U.S. Department of Citizenship and Immigration Services. KRM's Louisville office currently receives over 800 refugees and 850 Cuban arrivals a year.

KRM secures housing and medical care for clients and provides them with comprehensive case management including employment services, educational and cultural orientation programming, and specialized programs for refugee youth and elders. KRM also offers comprehensive immigration legal services and classes for refugees and immigrants preparing to apply for U.S. citizenship.

Essential Duties and Tasks

- Coordinate client pre-arrival services, including client housing and donations
- Provide airport reception and home orientation
- Create client casefile and enter all client biodata and documentation into case file and multiple electronic databases
- Provide comprehensive intake orientation to new clients
- Complete and submit all appropriate referral paperwork
- Assist clients in applying for Social Security cards, Medicaid, SNAP (Food Stamps), K-TAP (TANF), SSI or SSI-Disability.
- Complete and update Family Self-Sufficiency Plan and other required case management report templates used to measure refugee self-sufficiency
- Communicate closely with agency specialist staff to implement and track a comprehensive case management plan for each client
- Accurately maintain and update client expenditure sheets and process vouchers for rent, utility and other expenditures on behalf of client in a timely manner
- Enter client casenotes on a regular basis and maintain client casefile in orderly and prescribed manner.
- Demonstrate knowledge of local social and community services and make appropriate client referrals

- Communicate and advocate effectively on behalf of clients with local public and service providers, including Food Stamp and K-TAP caseworkers
- Maintain regular reporting and communication channels to the Kentucky State Refugee Coordinator's office and Church World Service Miami office as required
- Be accountable to providing documentation for case files and case notes
- Maintain client confidentiality in accord with agency privacy policies

Job Requirements

- Spanish fluency absolutely required
- College degree required
- Strong computer and organizational skills, including proficiency in MS Excel
- Demonstrated cross-cultural experience
- Job will be primarily during normal business hours with some airport arrivals in early to late evening. Occasional emergency response as needed.
- Ability to drive and transport clients by car

Specialized Skills

- Capable of serving a high volume of clients; effectively functioning in a hectic, fast-paced office environment
- Applicants should be detailed-oriented and capable of providing clear documentation of services
- Team-orientation; ability to work in coordination with agency resettlement staff
- Strong outreach skills; ability to coordinate with community partners, including service providers and agency volunteers
- Patience and strong commitment to client care, while at the same time adhering to agency mission of promoting client self-sufficiency

Salary and Benefits

This is a full-time (40 hours/week) non-exempt position. Salary commensurate with experience and background. Benefits: Medical, dental and life insurance; paid vacation, holidays, sick and personal days.

To Apply

Interested applicants should reply with a résumé and cover letter by Friday, September 16, to

John Koehlinger
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Date Posted: September 1, 2016