



Kentucky Refugee Ministries, Lexington Caseworker (Full Time)

Kentucky Refugee Ministries (KRM) seeks to hire a Caseworker for its Lexington office. As part of the KRM team, the Caseworker will work with refugee, asylee, and other forcibly displaced immigrant clients from a range of countries and diverse educational, vocational and cultural backgrounds. Some Caseworkers work with new arrivals, and others with long-term or specialized client caseloads. 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 has substantial independent responsibilities and is 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 and serves hundreds of newly arrived clients per year, in addition to serving previously-arrived clients for up to five years for some services. Services include case management, English language classes, employment readiness support, youth programming, immigration legal services, a survivors of torture recovery center, and more. With clients and staff from a diverse array of backgrounds, KRM does not conduct any religious activities or messaging. We proudly serve all clients regardless of religion, race, national origin, sexual orientation, gender, or gender identity.

Essential Duties

Working with KRM Lexington's Case Manager and a team of case workers, the Caseworker 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, youth services, English language education, cultural orientation, and immigration legal services.
- Request approval for 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 Caseworker 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 clients' access to services is essential.
- Participate in office-wide events and initiatives.
- Other duties as assigned.

Required Qualifications

Successful applicants 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 work/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 required.
- Additional language skills in languages other than English are also highly 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 in a large van. The Caseworker 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 Caseworker will be required to provide some services after hours as needed, such as for evening airport arrivals (staff 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.

To Apply

Please email a resume and cover letter, with "Caseworker" in the subject line, to Mary Cobb, KRM Lexington Director, at mcobb@krmlex.org. The listing will remain posted until filled.