



**Kentucky Refugee Ministries
Northern Kentucky Office – Covington
Caseworker (full-time)**

Summary

The Caseworker will provide direct client services to newly-arrived refugee families, including pre-arrival coordination; airport reception; enrollment for eligible public benefits (K-TAP, Medicaid, SNAP, Social Security, and disability); assistance in accessing medical care, mental health services and cultural orientation; enrollment of children in school or early childhood programs; and referral of adult refugees to ESL classes and employment services.

Following principles of trauma-informed care and strengths-based case management, the caseworker will collaborate with his/her immigrant clients in developing an individualized family case management plan to overcome barriers and progress toward self-sufficiency. A knowledge of community service providers and a strong commitment to advocating for refugees' access to services is essential.

In addition to enrollment for public benefits, KRM clients receive federal refugee reception stipends and monthly cash assistance to maintain basic needs during their initial resettlement period. The caseworker will be responsible for overseeing the household financial management of his/her clients and for processing vouchers for agency-managed funds to ensure that refugees receive need rent, utilities, food, and public transportation access. Additionally, the caseworker will educate newly-arrived refugees on how to independently manage their household finances, budget their employment and public assistance income, open and manage a bank account, and pay their bills. The Caseworker will also provide a series of cultural orientations to recent refugee arrivals, using a State Department-approved curriculum and assessment tool.

Thorough documentation of services in casenotes, physical case files and electronic databases is required. The Caseworker will have substantial independent responsibilities and be expected to combine field work, including home visits, and client transport to appointments with in-office client consultations and case management tasks.

The Caseworker will be supervised by the KRM Northern Kentucky Resettlement Director and the office Case Manager.

Essential Duties and Tasks

- Coordinate pre-arrival services and provide airport reception and home orientation
- 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 clients in applying for Social Security cards, SNAP (Food Stamps), K-TAP (TANF), Medicaid, SSI or SSI-Disability
- Develop—with client input—and update an individualized case management plan to focus and assist clients in overcoming barriers to self-sufficiency
- Accurately maintain client expenditure sheets and process vouchers for rent, utility and other disbursements to, or on behalf of clients, in a timely manner
- Enter client casenotes maintain client case files in prescribed manner
- Under supervision of Case Manager, coordinate medical care, school registration and other appointments, providing transport and accompaniment to clients
- 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 and Church World Service, private foundations and other funders
- Track all assigned cases, meet regularly with clients, and effectively organize time to ensure equitable provision of services
- Coordinate and with university interns and volunteers

Job Requirements

- Bachelor's degree required.
- Work experience either in a social services, education, medical or cross-cultural setting
- Strong computer and organizational skills, including proficiency in MS Excel
- Job will be mainly during normal business hours with some airport evening arrivals
- Ability to drive and transport clients by car

Specialized Skills

- Ability to effectively communicated limited-English-proficient clients and utilize bilingual interpreters
- 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

COVID Note

Currently, KRM work arrangements are hybrid, with a minimum in-office requirement of two days-a-week. Required field work and in-person client interaction is conducted in

compliance with COVID-safety protocols, including indoor masking. The in-office requirement may increase following reductions in local COVID-19 infection rates.

All KRM staff are required to be vaccinated against COVID-19.

Compensation and Benefits

This is a full-time position, 40 hours per week. Pay rate is commensurate with experience and background and is budgeted within a range of \$19.00 and \$20.50 per hour. Benefits: Medical, dental, vision and life insurance; paid vacation, holidays, sick and personal days.

Agency Profile

Founded in 1990 as a nonprofit agency in Louisville, Kentucky Refugee Ministries (KRM) is a local affiliate of Church World Service (CWS), one of nine national voluntary agencies authorized to provide resettlement services to refugees legally admitted to the United States. KRM's Lexington office opened in 1998. KRM's Northern Kentucky office, located at the Center for Great Neighborhoods in Covington, opened in November 2021.

Clients will include refugees from a range of countries screened overseas and legally admitted to the U.S. through the State Department's Refugee Admissions Program; and Afghan nationals who provided direct support to the U.S. military and mission in Afghanistan and were evacuated to the United States on a humanitarian basis. Other immigrants served by KRM include those who have been granted or are seeking asylum.

KRM services include helping refugees and immigrants access housing, medical care, and eligible public benefits; comprehensive case management; English language, cultural orientation and job-readiness classes; employment services; school enrollment and out of school time programming for youth; early childhood services; and citizenship and immigration legal services. All KRM services promote refugees' self-sufficiency and community integration.

KRM seeks to build inclusive communities of welcome. We serve immigrants without regard to nationality, race, religion, political belief or sexual orientation. KRM partners with a diverse community organizations and individual volunteers to welcome refugees and immigrants. There is no religious messaging connected to KRM's services.

To Apply

Interested applicants should reply with a résumé and cover letter by Thursday, March 10th, to—

Wilson Mejia
Resettlement Director
Kentucky Refugee Ministries
321 MLK Blvd./West 12th Street
Covington, KY 41011
Email: wmejia@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.