



## **Kentucky Refugee Ministries, Covington Case Manager (Full-time)**

### **Summary**

The Case Manager 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 accessing medical care, disbursement of refugee cash assistance, cultural orientation, and referral of adult refugees to ESL classes and employment services.

Following principles of trauma-informed care and strengths-based case management, the Case Manager will empower refugees to overcome barriers and develop the skills and knowledge needed to progress toward self-sufficiency. As part of an individualized family case management plan, the Case Manager will make needed referrals for medical and mental health care and other social services. Knowledge of community service providers and a strong commitment to advocating for refugees' access to services is essential.

The Case Manager will also coordinate school and early childhood program enrollments for children and refer employable adults for employment services.

During initial resettlement, the Case Manager will be responsible for overseeing the household financial management of his/her refugee clients and for processing vouchers for agency-managed funds to ensure that refugees' basic needs, including rent, utilities, food, and TANK passes/tickets, are met. Additionally, the Case Manager will educate newly-arrived refugees on how to independently manage their household finances, budget their employment and public assistance income, and pay their bills. The Case Manager 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 Case Manager will compile narrative and quantitative reports for funders of refugee social services. The Caseworker will have substantial independent responsibilities and be expected to combine fieldwork, including home visits, with in-office client consultations and case management tasks.

The Case Manager will be supervised by the KRM Northern Kentucky Resettlement Director and will receive collegial support and training from KRM Louisville and Lexington staff.

## **Job Requirements**

- Bachelor's Degree required
- Master's degree preferred
- Work experience either in a social services, education, medical, or cross-cultural setting.
- Strong computer skills; including proficiency in MS Excel, Word and Google Suite
- Possesses reliable transportation to transport clients/ perform offsite duties as needed

## **Specialized Skills**

- Ability to work with clients and staff of diverse nationalities, religions, languages, and cultures
- Passion for serving limited-English-proficient clients, particularly children and youth, and helping them obtain needed services and programming
- Strong presentation, oral and written communication skills
- Self-motivated; ability to develop and implement new and innovative projects
- Organized and detail-oriented; capacity to provide clear documentation of services
- Team-orientation; ability to work in coordination and close collaboration with KRM staff
- Strong outreach skills; ability to network with educational providers and community partners
- Patience and a strong commitment to client care, while at the same time adhering to agency's mission of promoting client self-sufficiency
- Personal resiliency to endure stressful situations relating to client case management, or program implementation during peak caseload periods
- Commitment to ethical conduct, maintaining appropriate boundaries with clients, and respecting client autonomy

## **Work Arrangements**

Currently, this is a hybrid position, with some in-office and fieldwork required and limited in-person client interaction conducted in compliance with COVID-safety protocols. Pending a continued reduction in community COVID-exposure risk and increase in vaccinations, KRM's staff requirement for in-office work 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 Department's Refugee Admissions Program. KRM's Lexington sub-office was founded in 1998; a Northern Kentucky office in Covington opened in November 2021. KRM assists refugees, Afghan evacuees, Cuban Entrants, and individuals from various countries who have been approved for asylum or are applying for asylum.

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, as well as arts and culture programming. The agency also offers citizenship classes for legal permanent residents preparing to apply for U.S. citizenship. KRM's Louisville office has an immigration legal services team who provide services to immigrants of all statuses. KRM staff do not engage in any religious messaging in connection to delivery of client services.

### **Compensation and Benefits**

This is a full-time position, 40 hours a week, and offers medical/dental/vision/life insurance, paid vacation/holidays/sick and personal days. Compensation is commensurate with experience and background. Benefits: Medical, dental, vision and life insurance; paid vacation, holidays, sick and personal days. Duties will be conducted primarily during normal business hours, with some evenings or weekends necessary (on a flextime schedule) to accommodate out-of-school-time activities or volunteer and student/family meetings.

### **To Apply**

Interested applicants should reply with a résumé and cover letter by Tuesday, August 23rd, to:

Wilson Mejia  
Resettlement Director  
Kentucky Refugee Ministries  
321 W. Martin Luther King Jr. Blvd.  
Covington, KY 41011  
Email: [wmejia@kyrm.org](mailto: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.