



## **Kentucky Refugee Ministries, Louisville Family Case Manager (full-time)**

**Summary.** The Family Case Manager will carry out the central agency function of providing case management services to recently-arrived refugee families.

Clients will come from a range of countries and have diverse educational, vocational and cultural backgrounds. Currently, KRM is serving sizable numbers of refugees from Congo, Syria and Afghanistan, including cases with a single head of household or with large family sizes.

The Family Case Manager will implement a family case management model where family cohesion, adaptation and well-being of heads of household and children are supported in an integrated manner using a strengths-based case management approach.

The Family Case Manager will coordinate this family case management with KRM specialist staff working in the areas of early childhood services, youth and school support services; medical case management; mental health; and employment.

The Family Case Manager will be responsible for overall reporting and tracking clients enrolled in this federal grant-funded family case management program. Under this program, clients will be enrolled during their first year of arrival in the U.S./Kentucky and be eligible for up to two years of case management, if needed.

A majority of clients enrolled in the Family Case management program will receive Temporary Assistance for Needy Families (TANF). The Family Case Manager will be an agency point of contact with the Kentucky Department of Community Based Services (DCBS) regarding procedures and problems related to refugee families accessing TANF and other public benefits (Medicaid and SNAP)

Some refugee cases will be assigned prior to their U.S./Kentucky arrival to the Family Case Manager based on pre-arrival demographic and other case information KRM receives. For these new arrivals, the Family Case Manager will participate in pre-arrival coordination and the airport reception of his/her assigned clients. During clients' first 90 days, the Family Case Manager will be responsible for coordinating the 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; and enrollment in cash assistance, ESL and employment programs. KRM specialist staff will provide direct coordination and client transport for many of these services.

The Family Case Manager will be responsible for the intake and orientation of new clients and ongoing explanation of program objectives and compliance requirements. Thorough documentation of services, and entering of case information and casenotes in client case files and separate electronic databases maintained by the Kentucky Office for Refugees and Church World Service is mandatory.

The Family Case Manager will coordinate clients' individualized case management plan and work closely with other KRM specialist staff to in the areas of housing, employment,

youth and elder services, medical case management, mental health, English language education, cultural orientation, victims advocacy and immigration legal services. Additionally, the Caseworker will make client referrals to outside social service agencies and other local service providers. The Family Case Manager must have the experience and protocol knowledge to effectively work with families experiencing domestic violence or substance abuse, and to handle cases involving CPS and other child welfare investigations. A knowledge of these community service providers and a strong commitment to advocating for refugees' access to services is essential.

During initial resettlement, the Family 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 TARC passes/tickets, are met. Through the course of the two-year case management period, the Family Case Manager will provide financial literacy counseling to help his/her clients achieve financial self-sufficiency and the capacity to independently manage household finances, both prior to and after clients enter employment.

The Family Case Manager 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 Resettlement Manager and will provide supervision, direction and collegial support to the Caseworker. The Family Case Manager will be the lead case management staff member administering the KRM's Family Case Management grant program. In this capacity, he/she will lead the coordination of, and provide resources and support to, other caseworkers with clients enrolled in this program. And as mentioned above, the Family Case Manager will compile all required narrative and quantitative reporting required under this grant.

## **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 admitted to the United States through the State Department's Refugee Admissions Program. KRM also has offices in Lexington and Covington, Kentucky.

In addition to refugees, KRM serves Afghan, Ukrainian and Cuban parolees, and individuals from various countries who have been approved for, or are applying for, asylum.

KRM secures housing and medical care for refugees and provides them with comprehensive case management including employment services, ESL and cultural orientation, and specialized programs for refugee youth and elders and the arts. KRM also offers citizenship classes for immigrants preparing to apply for U.S. citizenship. KRM's immigration legal services offices include six full-time immigration attorneys, who provide services to immigrants of all statuses. KRM also provides services to immigrant victims of crime.

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

## **Essential Duties and Tasks**

- Coordinate client pre-arrival services
- 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
- Coordinate clients' applications for Social Security cards, SNAP (Food Stamps), K-TAP (TANF), Medicaid, SSI or SSI-Disability
- Complete and update individualized Family Self-Sufficiency Plan and other required case management case plan templates used to measure refugees' progress in overcoming barriers to self-sufficiency
- Provide coordination and resources to other case management staff with cases enrolled in KRM's federal family case management grant
- Accurately maintain and update 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 on a regular basis and maintain client case files 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 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
- Supervise, train and effectively utilize university interns
- Represent agency and clients with community service providers and other refugee resettlement stakeholders

## **Job Requirements**

- Bachelor's degree required. Master's degree preferred. Preference given to M.S.W. holders.
- Demonstrated and verifiable direct services experience in a social services or cross-cultural setting
- Strong computer and organizational skills, including proficiency in MS Excel
- Ability to work occasional evenings. Job will be primarily during normal business hours with some airport arrivals in early to late evening. On rare occasions, some emergency response or communications may be required outside of normal business hours.
- Ability to drive and transport clients by car

## **Specialized Skills**

- Ability to work with clients of diverse nationalities and cultures
- Comfort servicing limited-English-proficient clients and utilizing 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

## **Work Arrangements and Location**

- KRM staff are currently required to work at least two-days a week, or 40% of scheduled hours, in-person, either in the office or the field. Remaining hours can be worked remotely. Immediate time-sensitive service requirements may require more than 40% in-office or in-person work. With further decreases in COVID-19 infection rates, more in-office and in-person services may be required on a regular basis.
- All KRM staff must provide proof of vaccination against COVID-19

## **Compensation and Benefits**

- Non-exempt position, 40 hours per week, with a pay rate range of \$22.50 - \$24.00 per hour
- Medical, dental, vision and life insurance; paid vacation, holidays, sick and personal days; employee assistance program (EAP)

## **To Apply**

Interested applicants should reply with a résumé and cover letter by Monday, October 31st, to—

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