



Kentucky Refugee Ministries, Louisville Preferred Communities Caseworker (full-time)

The Preferred Communities (PC) Caseworker will provide intensive case management (ICM) for vulnerable refugees through the [Office for Refugee Resettlement \(ORR\) Preferred Communities Program](#). KRM Louisville receives PC-ICM funding from [Church World Service \(CWS\)](#).

The PC-ICM caseworker will provide case management services to vulnerable refugees who face significant acute- or long-term barriers to self-sufficiency. These individuals may or may not be employable, and self-sufficiency goals will vary between them based on need. PC clients will generally fall under specific vulnerability categories, which may include, but are not limited to—

- Those who live with chronic disability or severe medical conditions
- Single-parent households
- Those who experience social or psychological difficulties
- Survivors of torture, domestic violence, or gender-based violence
- Caregivers in need of additional supports
- Vulnerable LGBTQ refugees
- Secondary migrants (those who were originally resettled in a different state)

Assessment of Vulnerability and Enrollment. Working under the supervision of KRM’s PC Case Manager, the PC-ICM Caseworker will conduct assessments on enrollments of PC-ICM clients. Clients are enrolled in PC-ICM on an individual, not family, basis. Assessment will require formal identification of the client’s specific vulnerability. The duration of PC-ICM case management will be for a minimum of six months and may extend up to two years in the case of clients with chronic disabilities and medical or mental health conditions.

Customized Self-Sufficiency Plan. The PC-ICM Caseworker will develop a customized Self-Sufficiency Plan (SSP) for each client. For PC-ICM clients, self-sufficiency is defined as “stability in life affected by their vulnerability and independent living outside of agency services through individual capacity, family support, and/or linkages to necessary community support services.” The SSP should be developed using a strengths-based case management approach and incorporate client input, goals and consent. While supportive services will focus on addressing a client’s specified vulnerability, the PC-ICM caseworker will provide holistic case management support, making referrals and providing direct support related to housing, public benefits and financial resources, childcare, and other areas affecting client well-being.

Linkages to Support Services. The PC-ICM Caseworker will work in collaboration with KRM specialist staff in the areas of medical case management, mental health services, elder and youth services, housing coordination, and employment. But the PC-ICM caseworker

will have lead responsibility for the client's ongoing case management and for making referrals to community supportive service providers. An added responsibility in establishing such linkages will be to ensure that these community supportive services are accessed provided in a culturally-competent and linguistically-accessible manner.

Case Administration, Documentation and Closure. The PC-ICM Caseworker will maintain case files on each client, using a designated database for the PC program maintained by CWS. Client progress, communications and referrals must be case noted and tracked in case files. Through the PC program the PC-ICM caseworker will be able to access emergency financial support for PC-ICM clients, which also must be tracked. All PC clients must have a documented case closure.

Group-Only PC Programming. Separate from individual PC-ICM case management, KRM may enroll selected vulnerable clients for specific group-only PC programming. Such clients may or may not also be enrolled for PC-ICM services. The format of this group-only programming will be wellness or support groups—for example, for individuals suffering from substance abuse or victims of domestic or gender-based violence.

Building Community Capacity. The PC-ICM Caseworker, in coordination with the PC-ICM Case Manager, will coordinate with community social service and medical providers, , stakeholders, and volunteers, where applicable, to ensure that vulnerable, limited-proficient immigrants have equitable and sustainable access to supportive services.

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 naturalization. KRM's immigration legal services office provides 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

- Complete client enrollments, assessing for vulnerability
- Develop individualized Self Sufficiency plan in close consultation with client
- Identify necessary internal agency and external community social services and supports; make referrals and coordinate with service provides
- Maintain communication with client at least once every 30 days
- Conduct client home visits and transport/accompany client to appointments, when needed

- Provide holistic case management in addition to providing specialist referrals
- Monitor client's financial wellbeing and access emergency financial assistance or available public benefits when needed
- Document, case note and report on all PC-ICM services in online client database and other formats
- Conduct formal closure of cases; manage intra-agency referrals of new PC-ICM clients to balance maximum access to PC-ICM services with ongoing needs of existing clients
- Assist in coordination of, and referrals to, group-only PC programming
- Coordinate and ensure linguistically-accessible services for PC-ICM clients
- Participate in all required trainings and meetings with CWS HQ PC-ICM staff
- Coordinate and advocate with community service providers and stakeholders to remedy gaps in services for vulnerable immigrants and refugees

Job Requirements

- Bachelor's degree required. Master's degree preferred.
- Demonstrated and verifiable direct services experience either in a social services or cross-cultural setting working with vulnerable individuals
- At least two years of relevant full-time work experience
- Strong computer and organizational skills, including proficiency in MS Excel
- Ability to drive and transport clients by car

Specialized Skills

- Ability to work with clients of diverse nationalities and cultures
- Comfort working with limited-English-proficient clients and using bilingual interpreters
- Strong detailed-orientation; capacity to provide clear documentation of service
- 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 case management for individuals with special needs and long-term needs
- 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 three days a week, or 60% 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 60% in-office or in-person work.

Compensation and Benefits

- Non-exempt position, 40 hours per week. Pay based on background and experience
- Medical, dental, vision and life insurance; paid vacation, holidays, sick and personal days; 401(k) retirement plan; employee assistance program (EAP); 401(k) retirement plan after one year of service

To Apply

Interested applicants should reply with a résumé and cover letter by Monday, April 17th, to—

John Koehlinger
Executive Director
Kentucky Refugee Ministries
969-B Cherokee Road
Louisville, KY 40204
Email: 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.