

Lutheran Social Services

Position Description



Division/Department: Refugee Services

Job Title: Matching Grant Case Aide

Reports to (Title): Matching Grant Case Manager; Director of Resettlement

Job Code:

FLSA Status: Non Exempt

Manager (with direct reports)?

Yes

No X

Location: Jacksonville

SUMMARY

The Matching Grant (MG) Program is an alternative to public cash assistance providing services to enable ORR-eligible populations (refugees, asylees, Cuban and Haitian entrants, Afghan Humanitarian Parolees, certain Amerasians from Vietnam, Victims of Severe Forms of Trafficking, and (SIVs) Special Immigrant Visa Holders) to become economically self-sufficient within 8 months of enrollment.

The MG Case Aide is responsible for assisting the MG Case Manager in assessing clients' eligibility to receive services within the Matching Grant program and assist in the coordination, implementation, tracking, and administrative functions of the program. These functions do include the receiving, sorting, and organizing of donations – some of these items may be large and cumbersome; please review work environment and physical demands.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Verify clients' legal status to receive services, which may include a variety of factors not limited to past employment, language capacity and education.
- Assist in the initial program orientation and intake process, as well as follow-up home visits
- Work alongside the MG CM to develop an individual employment plan for each adult in order to obtain self-sufficiency, this plan includes both short term and long-term goals and follow ups as required by the contract.
- Assist in Identifying jobs available in the local area
- Works alongside the MG CM to place clients in employment opportunities in accordance with their self-sufficiency plans.
- Provide financial training and budgeting skills as needed to ensure client self-sufficiency.
- Document and maintain all case activities (i.e. case notes, reports, follow up reports, correspondence with other service providers, etc.) within required timeframes; assure all required signatures are on file.
- Assists in tracking of volunteer hours for grant reporting purposes
- Collaborates with Housing and Donations Coordinator for in-kind matching donations for clients.
- Assists in the sorting, organizing, and moving of donations – this includes physically moving and lifting donations from one location to another
- Develops employment related workshop offerings to clients to increase employability and self-sufficiency skills
- Maintain good working relations with the resettlement, refugee services, and Preferred Communities programs
- Perform other administrative functions and provide program support – including expense tracking and receipt management
- Other Duties as assigned

WORK EXPERIENCE & JOB-RELATED SKILLS (Required/Preferred)

Required:

- Excellent organization skills with attention to detail and ability to multi-task.
- Ability to communicate with all persons in a culturally competent manner.
- Sensitive to the service population's cultural and socioeconomic characteristics.
- Ability to work in partnership with other team members.
- Possession of a personal vehicle, a valid driver's license, personal auto insurance and a good driving record; must be able to transport clients to various locations by using own transportation and LSS owned vehicles.
- Commitment to client service.
- Proficient computer skills - (Word, Excel, email, Google calendar, etc.)

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- **Mathematical Skills:** - Ability to calculate figures and amounts for applicable reports. Simple math calculations are required, such as adding, subtracting, multiplying, and dividing. Ability to compute rate and percent. Ability to apply mathematical skills to budget development and projections.
- **Reasoning Ability:** - Ability to solve practical problems and deal with a variety of concrete variables with a minimum of direction. Ability to interpret a variety of instructions furnished in written or oral form.

Preferred:

- Familiarity with the Northeast Florida community, especially community service providers.
- Experience with and/or knowledge of multiple cultures and the refugee population.
- Experience with hiring or job training

EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)

- Associate’s degree preferred.
- High school diploma required.

REQUIRED JOB COMPETENCIES (Behaviors For Effective Job Performance)

- Planning & Organization
- Flexibility and adaptability
- Customer Focus
- Managing & Measuring Work
- Strategic Agility

WORK ENVIRONMENT/PHYSICAL DEMANDS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Activity: (if more than 2+ hours per day)	<input checked="" type="checkbox"/> standing <input checked="" type="checkbox"/> sitting <input checked="" type="checkbox"/> mobility <input type="checkbox"/> climbing <input checked="" type="checkbox"/> balancing <input checked="" type="checkbox"/> writing <input checked="" type="checkbox"/> crawling <input checked="" type="checkbox"/> squatting <input checked="" type="checkbox"/> bending <input checked="" type="checkbox"/> filing <input checked="" type="checkbox"/> twisting
Lifting to include:	<input type="checkbox"/> up to 10lbs. <input type="checkbox"/> 11-25 lbs. <input checked="" type="checkbox"/> 26-60 lbs. <input type="checkbox"/> 61-75 lbs. <input type="checkbox"/> over 75 lbs. <input checked="" type="checkbox"/> pushing <input checked="" type="checkbox"/> pulling <input checked="" type="checkbox"/> carrying
Environmental Conditions:	<input type="checkbox"/> cold <input checked="" type="checkbox"/> heat <input type="checkbox"/> wet and/or humid <input checked="" type="checkbox"/> noisy <input type="checkbox"/> vibration <input type="checkbox"/> fumes <input checked="" type="checkbox"/> dust <input checked="" type="checkbox"/> odors <input type="checkbox"/> mists
Sensory:	<input checked="" type="checkbox"/> hearing to converse <input checked="" type="checkbox"/> hearing to use telephone <input checked="" type="checkbox"/> talking <input type="checkbox"/> tasting/smelling <input checked="" type="checkbox"/> reading distance 1-5ft. <input type="checkbox"/> reading distance 10-30ft.
Driving:	<input type="checkbox"/> incidental driver <input checked="" type="checkbox"/> regular driver
Keying:	<input type="checkbox"/> Occasionally (2-3 hours weekly) <input checked="" type="checkbox"/> Frequently (2-3 hours daily) <input type="checkbox"/> Continuously (4+ hours day)
Safety:	lists specifics: Willing to use private vehicle to safely transport clients; donation processing and sorting will require physical tasks which would include squatting, climbing, lifting, and twisting.

The statements included in this Job Description are intended to describe the general nature and level of the work being performed by the person assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

Employee Name: _____ Date: _____

Employee Signature: _____ Date: _____

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