

# Lutheran Social Services Position Description



---

**Division/Department:** Refugee Services Program

---

**Job Title:** Refugee Services Case Aide

---

**Reports to (Title):** Reception and Placement Program Manager

---

**Job Code:**

---

**FLSA Status:** Non-exempt

---

**Manager (with direct reports)?**

Yes

No

---

**Location:** Jacksonville

---

## SUMMARY

Under the direction of the Reception and Placement Program Manager, this position is responsible for providing services to refugees admitted under Section 207 (c) of the Immigration and Nationality Act. This position will assist in arranging, coordinating and providing services to refugees. This position will require tasks such as arranging for clients' living quarters and household items, enrolling children in school, teaching skills applicable to living in the United States, and locating appropriate medical services. This position requires knowledge of the programs and services of the organization, as well as its mission and values. Due to scheduling of refugee arrivals, the Refugee Services Case Aide will need flexibility to work hours outside of a traditional office work week, as needed.

## ESSENTIAL DUTIES & RESPONSIBILITIES

- Assist clients with solving ongoing or emergency problems in a manner which encourages independence and self-sufficiency.
- Work collaboratively with referral sources, agencies, institutions, individuals, and other programs of LSS to assist the client in accessing a broad spectrum of services.
- Work collaboratively with refugee department staff ("R&P") to provide client referrals to appropriate services and supports for clients.
- Work with R&P staff to secure provision of social services that include: pre-arrival planning, securing affordable and appropriate housing, translation services, referrals, school registration, resettlement support, post-arrival case management in accordance with applicable contract requirements.
- Work with R&P staff to provide for airport reception to all free and anchor cases; coordinate food, furnishings, supply deliveries; ensure that new arrivals have all supplies upon arrival
- Help provide and/or secure transportation for clients as related to ESOL, medical, and other related resettlement support services appointments - within 90 days of arrival (as applicable/needed)
- Keep accurate records of services, and keep client files updated and in the appropriate order in accordance with applicable contracts and the cooperative agreement.
- Assist in preparing 30, 60, 90, and 180 reports as required by applicable contracts and the cooperative agreement.
- Track expenditures per client, as applicable in contracts and the cooperative agreement.
- Assist in set-ups of apartments and house for clients, including moving furniture and selecting household items.
- Other duties that may be assigned as needed.

# Lutheran Social Services Position Description



---

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

---

### Required:

- Must be organized and detail-oriented
- Must be proactive, efficient and maintain a high level of professionalism and discretion
- Must have a team work mentality and a willingness to complete tasks that assist other team members
- Ability to uphold all requirements regarding client confidentiality
- Ability to communicate effectively with staff and clients
- Ability to maintain a positive attitude
- Ability to multi-task in a fast paced environment
- Ability to exhibit a calm, courteous demeanor in dealing with clients and staff
- High proficiency in Excel, Word and/or Microsoft Access
- Language Skills - Ability to read and comprehend simple instructions, correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-to-one and small group situations to clients and employees. Ability to read and interpret documents such as policy and procedure manuals.
- Mathematical Skills - Ability to add, subtract, multiply, divide, and use common fractions/percentages.
- 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.
- Must be persistent with excellent follow-up skills
- Possess and maintain a valid driver's license and auto insurance; must be able to transport clients to various locations using own transportation

### Preferred

- Experience in adult training or educational program development for multilingual, multicultural groups
- Bilingual (Spanish, Dari, Arabic, Swahili Preferred); ability to speak language(s) of target client population preferred
- 1 year of related experience or training

---

## EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)

---

- High School diploma or GED required
- Valid Driver's License and a safe driving record

---

## REQUIRED JOB COMPETENCIES (*Behaviors For Effective Job Performance*)

---

- Adaptability
- Attendance
- Coordination/Collaboration
- Customer Focus
- Flexibility
- Listening
- Oral Communication

# Lutheran Social Services Position Description



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 checked="" type="checkbox"/> climbing <input checked="" type="checkbox"/> balancing <input checked="" type="checkbox"/> writing <input 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 type="checkbox"/> pushing <input type="checkbox"/> pulling <input type="checkbox"/> carrying
Environmental Conditions:	<input type="checkbox"/> cold <input type="checkbox"/> heat <input type="checkbox"/> wet and/or humid <input type="checkbox"/> noisy <input type="checkbox"/> vibration <input checked="" 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

*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 Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Lutheran Social Services is an Equal Opportunity Employer**