

Catholic Charities of Southern Nevada Migration and Refugee Services

Date: December 2011

Job Title: Case Aide

Supervisor: Case Aide Supervisor

Position Summary

Assist Case Manager in the task of resettling refugees. Responsible for pre-arrival services. Upon client's arrival, responsible for scheduling medical and social services appointments and completing core services. In coordination with Resettlement Manager, assist the client in the absence of Case Manager.

Goals and Expectations of Position

The Case Aide is a member of the resettlement team and is expected to partner with the Case Manager in providing quality case management services to MRS clients. The Case Aide will ensure that all core services are provided to the clients in a timely manner.

Requirements and Qualifications

- Ability to work in a multi-cultural setting
- Ability to work within a team environment
- Good communication and organizational skills
- Able to document activities in English, using correct grammar and spelling
- Computer knowledge
- Bilingual in Spanish
- 25 years or older and have a valid Nevada driver's license
- Provide a clean driving history report from DMV
- Pass defensive driving course offered by CCSN
- Knowledgeable of the Las Vegas Valley
- Ability to lift 35 lbs unassisted
- Have flexible work hours

Responsibilities

- Assist Case Manager in completing all pre-arrival arrangements with special attention to culturally ready-to-eat food and ensuring that apartment and its appliances are in good and working condition.
- Responsible for picking up clients at the airport and transporting them to their apartment
- Provide initial orientation (i.e. how to operate appliances, safety procedures, where to locate the apartment office, laundry room, supermarket, bank and bus system...)
- Schedule all core services (i.e. cultural orientation, employment assessment and orientation, ESL and life skills, medical screening and social service needs)
- Transport and accompany client to medical and/or social service appointments
- Assist with completing forms and applications related to medical, school and social service needs
- Register all school-age children in school and accompany them for clothes shopping and immunization

- Provide translation when needed
- Complete all required documentation accurately, on time and using proper English
- Complete and submit daily activity logs to Case Aide Supervisor.
- Assist in maintaining MRS vehicles by following MRS vehicle protocol (i.e. keeping vehicle clean, having vehicle washed, filling fuel tank when necessary, paying attention to vehicle's maintenance issues, alerting Case Aide Supervisor of vehicle's problems, taking vehicle in for repairs, etc.)
- Adhere to CCSN and MRS standards of conduct, required level of professionalism, and all standard operation procedures
- Perform other duties as assigned by Case Aide Supervisor, Assistant Director and/or MRS Director.

Education and Work Experience

High School Diploma plus two years work-related driving experience

Administration

Must complete daily activity logs accurately which specifically reflect work completed each day. These must be turned in the Monday after each pay period to supervisor.

Must clock in and out of T-TRACS appropriately—following T-TRACS guidelines. Time Cards and Calls to be printed out after 12:30 PM the Monday after each pay period and turned into Case Aide Supervisor.

Must attend all staff and community meetings as directed by Case Aide Supervisor, Assistant Director or MRS Director.

Interested candidates please send resume to careers@catholiccharities.com