

# ECDC / AFRICAN COMMUNITY CENTER

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## Job Description

**Position Title:** Case Manager  
**Reports to:** ACC DC Metro RP Program Manager  
**Status:** Full-Time/Exempt  
**Location:** Silver Spring, MD

**Job Summary** – This position is responsible for providing effective resettlement and supportive services to refugee individuals and families resettling through the African Community Center.

### Key Responsibilities:

Oversee case management for incoming community member in order to provide systematic, coordinated, and timely service delivery that address community member needs holistically and contributes cultural adjustment and self-sufficiency, including:

- Follow established eligibility criteria; identifying needs; developing service plans; providing general counseling, referrals and other assistance; tracking clients progress; and assessing program effectiveness.
- Document each client's case through forms and case notes, indicating all contacts made with and on behalf of clients in order to provide internal and external evaluations of program accomplishments.
- Pick up new arrivals from this airport and transport clients to their apartments.
- Secure and furnish housing for new arrivals and perform purchasing of supply list items (food, cleaning supplies, toiletries, etc.) as necessary.
- Conduct home visits and provide assessment of client's current living situation. Document findings in client's case files.
- Make appropriate referrals to social service agencies, community resources and other organizations according to program guidelines.
- Provide transportation assistance to necessary medical appointments and show newcomers how to use the area's public transportation system.
- Provide one-on-one and group socio-cultural orientation and crisis intervention on such topics as maintaining a safe, clean home; health; care of infants and children; shopping and budgeting; raising children in the United State school system.
- Provide (access to) interpretation and translation services in refugee languages.
- Assist with management of medical health needs for clients with escalated health concerns.
- Attend biweekly staffing meetings with supervisor and report on ongoing service delivery, outcomes and escalated issues.
- Participate in the community-wide activities that promote ACC's goals.
- Perform other task as needed

### **Education, Experience, Knowledge, Skills and Abilities**

- Bachelor's degree (B.A.) in social work or related field; or one to two years of related training and experience; or other equivalent combination of education and demonstrated experience.
- Fluency in foreign languages a plus.
- Self-directed, motivated and able to handle multiple projects simultaneously.
- Knowledge of public benefits system in the DC metro area: TANF, PPP, Medicaid, Food stamps, SSI, and subsidized housing programs.
- General knowledge of resettlement practices in the U.S. including a working knowledge of United States immigration laws and regulations.
- Detail oriented, extensive documentation skills, organized and able to work in a multi-tasked environment.
- Skilled at crisis management, problem solving, decision-making and mediation.
- Cross cultural sensitivity and knowledge with the ability and desire to work with people of other cultures.
- Maintains punctuality for work, appointments and report dates.
- Must work well in a team setting.
- Commitment to the mission, vision and values of ACC.
- Possess a valid driver's license and access to own transportation
- Required computer skills: Word, Excel, Internet, Gmail, Outlook. Comfortable in utilizing new programs and databases.
- Background check and clean DMV record.

**Please submit by mail or e-mail a cover letter and resume to:**

**ECDC  
Human Resources  
901 S. Highland St.  
Arlington VA 22204**

**E-mail: [hr@ecdcus.org](mailto:hr@ecdcus.org)**