

**ECDC African Community Center DC Metro  
8121 Georgia Ave. Suite 800 • Silver Spring, MD 22204**

**Job Description**

**Position Title:** Case Manager/Case Aide Manager  
**Reports to:** ACC DC Metro RP Program Manager  
**Status:** Part-time

**Case Management**

1. Assists clients with health appointment, obtaining Social Security cards, state ID, school enrollment, other services as needed.
2. Transports clients to appointments.
3. Help with Airport Pick and 24 hour home visit.
4. Monitors clients' progress through telephone and personal contact throughout R&P period.
5. Coordinates services with other key staff to assure comprehensive services for the client.
6. Attends and participates in staff meetings and other meetings as requested.
7. Setting up apartments for arrivals
8. Performs other duties as assigned.

**Donations**

- Perform apartment pulls (according to supply list) for all arriving refugees. Records items pulled and delivery to apartments.
- Pick-up Furniture every Thursday for Donation Nation
- Conducts housing safety inspections prior to case arrivals and ensure that Reception and Placement (R&P) housing standards are met.

**Delivery**

- Delivers items for apartment setups.
- Assists with apartment setups, physically moving furniture and housewares into the apartments.
- Provides documentation to R&P case managers regarding apartment setups.

**Pickups**

- Drives a large van to pick up donations of furniture, housewares and other items.
- Assists with donation sorting process; identifies appropriate items for R&P Program.

**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 but not required
- Self-directed, motivated and able to handle multiple projects simultaneously.
- Knowledge of public benefits system in the DC metro area: TACA, 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.

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- 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

**Physical Demands**

- Moderate physical activity, which includes standing, sitting, lifting and/or walking.
- Ability to see within normal parameters.
- Ability to hear within normal parameters.
- Requires local travel to meetings.
- Ability to maintain emotional control under stress.

**Environmental Factors:** Work is primarily outdoors.

**Contact with Others:** Position involves regular contact with resettlement network affiliates; appartementment managers, copoarte and private sector organizations, and ACC staff.

**Performance Criteria:** Related to job responsibilities, core competencies, and performance goals set annually in consultation with supervisor.

**Other Information:** All employees are expected to comply with ECDC's employment policies while carrying out their work. The range of responsibilities outlined above may change from time to time to reflect the changing needs of the organization.

**Confidentiality:** All employees are required to work in a confidential manner in all aspects of their work.

**Proof of Eligibility to Work in the United States:** All employees must submit proof of identity and their legal authorization to work in the United States. (If a prospective employee fails to submit this proof of work authorization, federal law prohibits ECDC from hiring the person.)

This description is intended to indicate the kinds of tasks required of positions given this title. It is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

Received by \_\_\_\_\_ Date \_\_\_\_\_  
Employee