

Position Title: Gap Services Case Manager

Reports to: Gap Services Program Manager

Status: Full-Time/Exempt ; In-Person

Location: Silver Spring, MD

Job Summary: This position's focus is the coordination of intensive case management services to eligible Cuban and Haitian Entrant clients. The Program Manager will supervise Gap Services Case Workers and support them in providing services to help newcomers integrate quickly and easily within the host community and achieve economic and personal self-sufficiency.

Key Responsibilities:

1. **Outreach:** The Gap Services Case Manager will follow direction of the Program Manager and conduct outreach to the local community in order to ensure that all newcomers in the region are educated on eligible services.

2. **Case Management:**
 - Follow established eligibility criteria; identify individual client needs; develop service plans with self-sufficiency goals; provide general and mental health referrals; assist with employment efforts and job searches; and other assistance as determined appropriate
 - Maintain accurate and quality record of all clients; maintain electronic and paper files of all clients based on program standards; track client progress, conduct case closures;
 - Collect and record accurate quantitative data for internal assessment of program effectiveness and for state reporting and auditing.
 - Make appropriate referrals and assist with applying to social service agencies, community resources and other organizations according to program guidelines such as Food Stamp, filing for disability and age-related SSI, Medicaid and specialty housing, ESL and other training programs.
 - Provide transportation assistance to and mediation at doctor's appointments and emergency room visits as well as job interviews.
 - Educate clients on rental policies and assist with mediation with landlords; connect participants with community emergency rental assistance.
 - Utilize a collaborative strategy with outside partners and organizations to address clients' needs for intensive services such as mental health, developmental and physical disability services.
 - Provide one-on-one and group socio-cultural orientation and crisis intervention on such topics as health; shopping; budgeting, employment and other relevant topics.

Education, Experience, Knowledge, Skills and Abilities

- Bachelor's degree (B.A.) in social work, international development, or related field; or one to two years of related training and experience.
- Fluency in Ukrainian preferred.
- Self-directed, motivated, and able to handle multiple projects simultaneously.

- Knowledge of public benefits system in Maryland: TANF, Medicaid, Food stamps, SSI, and subsidized housing.
- Previous experience interacting with refugees and general knowledge of resettlement practices in the U.S.
- Strong written communication skills, ability to write reports and to make presentations.
- Highly organized, detail-orientated and extensive documentation skills required.
- 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.
- Possess a valid driver's license and access to own transportation
- Required computer skills: Word, Excel, Internet, Gmail, Outlook. Comfortable utilizing new programs and databases.
- Background check and clean driving record.

Licenses/Certifications: Must have a driver's license and good driving 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 indoors in a climate-controlled building.

Contact with Others: Position involves regular contact with resettlement network affiliates; local, state, and federal government agency employees, private sector organizations, ECDC/ACC staff and community members.

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.)

BENEFITS. ECDC offers an excellent benefits package including health, dental, life, and disability insurance, paid holidays, vacations, sick days, and a generous retirement plan.

TO APPLY. Submit: (1) a cover letter; (2) a résumé; (3) salary requirement via email to hr@eccdcus.org
No telephone inquiries, please.

