

Central American Minors (CAM) Case Manager Job Description

Summary:

The Central American Minors (CAM) Case Manager is responsible for the direct coordination of the Central American Minors project at Migration and Refugee Services (MRS). Responsibilities include managing the CAM AOR process from application to arrival of the children and any follow up required afterwards. This is a temporary position and will end on Dec. 31, 2017.

Responsibilities:

Client Services

- Assist clients applying to the Central American Minors (CAM) program and make referrals to another resettlement agency if clients reside outside of Virginia.
- Respond to calls from potential CAM clients and provide general information about eligibility criteria, the application process, and the required documentation.
- Provide referrals for current and potential CAM clients to community resources, legal services, emergency assistance, and other Catholic Charities programs and services, as needed.
- Prepare Affidavits of Relationship (AOR) and submit to USCCB.
- Lead large group informational meetings about the CAM program in Spanish.
- Assist clients with accessing the DNA process for themselves and their children.
- Serve as main point of contact with USCCB on the CAM program.
- For children who enter as refugees, complete required home studies and 30- and 60-day follow up reports and other duties associated with resettlement of refugee children.

Organizational and Administrative Duties

- Maintain client database.
- Track data on numbers of clients served, waiting list, number of applications submitted, applications pending response from Department of State, number of children who arrived and immigration status, calls, referrals, etc.
- Supervise volunteers who help to complete AORs with clients and review the applications before submission to USCCB.
- Train new volunteers to receive and make calls, and inform staff and volunteers about new intake procedures.
- Coordinate the activities of interns and volunteers. Ensure that volunteers complete tasks accurately and with appropriate sensitivity to the clients' situations.
- Organize and coordinate any CAM workshops offered by MRS.

Requirements:

- Bachelor's degree
- Fluency in Spanish and English
- 2 years relevant work experience
- Must be able to communicate effectively in writing and verbally both internally, and to clients and external agencies.
- Proactive player and create a cooperative and positive relationship with clients.
- Able to assist clients to solve difficult problems under pressure.

- Able to work independently when needed but may also seek guidance from the Resettlement Program Manager.
- Attend regular supervision and all staff meetings and assist with annual projections and reports by providing timely and accurate data.
- Manage own learning and identify trainings and seminars that would be beneficial to self and other staff.
- Proficient in Microsoft Word and Office products.

Please send cover letter with salary requirements and resume to jobs@ccda.net. No phone calls please.