



Migration and Refugee Services Services for Older Refugees Case Manager

The SOR Case Manager of the Catholic Charities Diocese of Arlington (CCDA), Migration and Refugee Services (MRS), oversees the Services for Older Refugees Program (SOR). This position is responsible for program compliance and that all contractual obligations of the SOR Program are met.

Primary Responsibilities

- To identify older refugees in need, to provide and/or link them to culturally and linguistically appropriate services, and to enable them to access those services.
- To maintain and support working relationships with the state Agency on Aging, local Area Agencies on Aging, and refugee service providers.
- To link older refugees with naturalization services, especially those seniors who have lost or at risk of losing SSI, and to secure waivers for those that qualify.
- To continuously communicate and work closely with resettlement agencies, social services, and health services.
- Develop and implement strategies that provide clients access to senior community centers, supportive services, intergenerational activities; congregate nutrition services and meals delivered to homebound client residences; transportation; interpretation and translation; home care, adult day care and respite care; elder abuse prevention; nursing home ombudsman services; and citizenship and naturalization.
- Coordinate food delivery from CCDA St. Lucy's Food Program to seniors.
- Mitigate service delivery issues, and provide support to staff, volunteers and interns working with older refugees.
- Provide statistical data and analysis to the management team.
- Assess needs of clients and refer to appropriate services.
- Promotion of naturalization services, development of a plan, assistance with applications, meeting requirements and all phases of activities leading to citizenship.

Documentation and Reporting

- Report to the CCDA MRS Office Manager for supervision and submission of statistics and required data.
- Assist in the preparation of program reports for submission to Office of Newcomer Services in timely manner.
- Document all case work and monitor outcomes to ensure program contract compliance.
- Provide statistical data and analysis to the SOR Case Manager supervisor upon request.
- Document client registration, participation, progress in all SOR-related services.
- The SOR Case Manager may be assigned other duties by his or her supervisor.

Knowledge, Skills, and Abilities

- Bachelors in a related field required.
- Experience with seniors and refugee resettlement preferred.

- Must be able to communicate effectively in writing and verbally to SOR clients, other resettlement agencies, Area Agencies on Aging, Social Services, health services, and other external stake holders.
- Must be a proactive team player and create a team atmosphere. Must demonstrate solid leadership abilities and contribute to a positive workplace environment.
- Must have a range of IT skills, including VNIS and MRIS.
- Knowledge of English language training of all types (enrollment in ESL classes, self-directed ELT, tutoring) based on the need and capacity of the older adult refugee;
- Knowledge of eligibility for SSI: assessment, referral, assistance and follow-through with application;

Please note: Applicants must possess a valid driver's license, have a good driving record, and be willing to transport clients in agency vehicles.

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