

Job Announcement

THE ORGANIZATION: Opening Doors is a nonprofit organization that helps underserved Sacramento area residents to achieve self-sufficiency and increased assets by accessing opportunities to mainstream economic, legal and social systems. The organization assists clients through refugee resettlement and cultural orientation; case management for foreign-national survivors of human trafficking; low-cost immigration legal services; increased knowledge and skills in personal financial management; and business training, counselling and microloans. Additionally Opening Doors provides administration and leadership of the Sacramento Area Rescue and Restore Coalition to combat human trafficking.

The organization has undergone a period of growth and infrastructure development during the past five years, and is well poised for future continued growth and expanded impact. With an operating budget of about \$2.5 million, Opening Doors has a staff of 30+ part- and fulltime staff from diverse parts of the world.

Position Title: Refugee Resettlement Case Worker
Report To: Refugee Resettlement Program Manager
Classification: Non - Exempt, Full Time
Date Needed in Position: Immediately

SUMMARY: The Refugee Resettlement Case worker provides direct case management services to successfully resettle refugees in the United States by assisting individuals and families to access social services.

Education and/or Experience: Bachelor's degree (B.A.) from four-year College or university; or two years related experience and/or training in refugee resettlement or other direct social services; or equivalent combination of education and experience.

Language Skills: fluency in written and spoken Arabic, Farsi, Dari, and Russian is preferred.

Key Responsibilities:

The essential duties and responsibilities of this position include the following. Other duties may be assigned in the sole discretion of the Organization:

- Manages pre-arrival services, ensuring timely delivery of pre-arrival core services and fulfillment of requirements outlined in the Cooperative Agreement and set forth in the MOU between Opening Doors and partners. These services include managing the refugee assurance process, assessing US Ties, coordinating airport arrival, and providing support to case work staff as necessary.
- Coordinates and carries out airport pickup and delivery of clients to their new apartments.
- Assures that appropriate interpretation and translation services are made available to refugee clients.
- Arranges transportation for client to appointments as necessary and reasonable.
- Assists refugees in enrollment in human services and refers them to any additional services offered to refugees.
- Documents all contacts and services in client case files and maintains dated, detailed case notes as prescribed by Opening Doors and partners.
- Obtains and documents health screenings for each client; and assists clients to navigate the services available under their health plans.
- Refers clients with medical conditions or special needs to appropriate services, community resources or other organizations.
- Develops and implements Resettlement and Employment Plans in consultation with clients, based on individual skills, challenges and needs.

- Coordinates with the Resettlement team and Donations Program to move furniture and other items to refugee apartments. As needed, assists with soliciting, picking up and storing donated items to be used by refugees.
- Coordinates the work of program interns to maximize assistance to clients and the intern learning experience.
- Advocates on behalf of refugees, and refugee-serving voluntary agencies.
- Keeps informed about refugee and immigrant issues, and available services to refugees, using current information to better identify and serve refugee clients.
- Represents the program at meetings and speaking engagements relevant to the responsibilities of the position.

Requirement/Competencies:

To perform the duties of this position successfully, an individual must demonstrate the following competencies:

- Adapt to changes in the work environment; change approach or method to best fit the situation. Able to deal with frequent change, delays, or unexpected events. Required to work a flexible schedule to facilitate program services that may include nights and weekends.
- Be consistently at work and on time; ensure work responsibilities are covered when absent; arrive at meetings and appointments on time.
- Must have basic computer abilities including Microsoft Office (Word, Excel and outlook) and a willingness to learn other programs maintained by the agency.
- Manage difficult or emotional client situations; respond promptly to client needs; respond to requests for service and assistance; meet commitments.
- Show respect and sensitivity for cultural differences. Ability to provide culturally-sensitive counseling and case management.
- Focus on solving conflict, not blaming; maintain confidentiality; keep emotions under control; remain open to others' ideas and try new things.
- Follow policies and procedures; complete administrative tasks correctly and on time; support organization's goals and values.
- Prioritize and plan work activities; use time efficiently.
- Identify and resolve problems in a timely manner; gather develop alternative solutions; work well in group problem solving situations.
- Approach others in a tactful manner; treat others with respect and consideration regardless of their status or position; maintain healthy communication and proper boundaries, becoming neither under- nor over-involved in clients' personal matters. Use professional judgment when interacting with client in social setting.
- Contribute to building a positive team spirit.
- Written/Verbal Communication: ability to read, analyze, and interpret general instruction, technical procedures, or governmental regulations. Ability to write simple correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, and the general public.

HOW TO APPLY:

Interested candidates should email a resume and cover letter to: humanresources@openingdoorsinc.org. Include "RR Case Worker – [Your name]" in the subject line. **No phone calls please.**