



Job Description

Position title: Resettlement Caseworker

Reports to: RR Project Manager

Classification: Full time, non-exempt

Supervises others: No

Salary: \$20.22 - \$23.07 per hour

Location: 95825 - Sacramento, CA

About us: Opening Doors, Inc., envisions a world in which migrants and refugees lead lives of joy and belonging, embraced by welcoming communities. Our mission is to enrich communities by supporting immigrants, refugees, and survivors of trafficking on their path towards stability, self-sufficiency and belonging.

Opening Doors is guided by our organizational values:

- Rising Together: We are in this together and depend on each other.
- Honoring Dignity: We recognize and honor everyone's strength and inherent dignity.
- Embracing Courage: We do the right thing, even when the path is uncertain.
- Seeking Joy: We take time to be together, celebrating our diverse cultures and recognizing our victories.

Opening Doors began in 1993 as a small refugee resettlement agency, and today serves 2,000 clients per year across our 5 program areas: Refugee Programs, Human Trafficking Programs, Immigration Legal Services, Health Programs and Economic Prosperity Programs.

Ideal candidate: The ideal candidate is organized, proactive and solution-oriented, with strong project management and communication skills.

They will have the ability to work effectively in multi-cultural work environments, showing respect and sensitivity for cultural differences, and will be passionate about Opening Doors' mission.

Responsibilities: The essential duties and responsibilities of this position include the following. Other duties may be assigned in the sole discretion of the Organization. The Organization may assign or shift duties and responsibilities to this position at any time due to reasonable accommodation or other reasons.

- Prepare for new arrivals, including securing housing, purchasing household items, setting up apartments, and airport reception.
- Assist clients with initial resettlement services, including enrollment in human services, school, employment services, and any additional services they may qualify for.
- Conduct home visits to ensure clients have suitable living arrangements.
- Collaborate with client to develop individualized service plan that addresses short and long- term goals and objectives.
- Arrange appropriate interpretation services and transportation for resettlement clients.
- Document client interaction and service in a timely manner and in compliance with program requirements.
- Solely and with supervisor, monitors work activity on caseloads to ensure that cases are clearly and thoroughly documented; reviews and analyzes case records and reports for completeness and accuracy.

- Works collaboratively with program interns and volunteers to maximize assistance to clients and facilitate learning experience for the interns.

Required Qualifications: The requirements listed below are representative of the knowledge, skills and/or abilities required.

- Capable of dealing with frequent change, delays, or unexpected events.
- Respect and sensitivity for cultural differences.
- Computer skills including Microsoft Office programs and online databases.
- Demonstrate ability to work effectively in multi-cultural work environments.
- Can easily identify and resolve problems in a timely manner.
- Ability to manage multiple priorities.
- Possession of a valid driver's license and vehicle insurance.
- Fluency in Dari/Farsi, Arabic, or Russian.

Preferred Qualifications: The requirements listed below are not required but are desired.

- Bachelor's degree in social work, psychology, or other human services related field.
- One to three years' experience in a social or human service related field.

Physical requirements and work environment: The following demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the Resettlement Caseworker position. Reasonable accommodation can be made to enable people to perform the described essential functions.

While performing this job, the employee is required to use their hands and fingers, to handle or feel and to manipulate keys on a keyboard, the employee is required to stand, walk, reach with arms and hands, lift approximately 50 pounds on occasion, and to stoop, kneel, or squat, and drive on occasion. The noise level in the work environment is usually quiet to moderate.

ACCEPTANCE STATEMENT

I have carefully read, understand, and accept the above job description, including the qualifications requirements of the position of **Resettlement Caseworker** and I certify I can and will perform essential functions of the position.

I further understand my employment with the Organization is at will, which means either I or the Organization may terminate my employment at any time, for any reason, with or without cause or notice.

Employee Signature _____ **Date** _____