Della Lamb Community Services exists to empower its clients to meet the challenges of education, employment, and self-sufficiency in an ever-changing world. Della Lamb aspires to be a trusted and engaged member of a thriving refugee community, continually advancing the quality of life together with its members.

Della Lamb is a National Mission Institution in a covenant relationship with the United Methodist Women and an agency member of the United Way of Greater Kansas City. We strongly believe in the dignity of all people and strive to live out our values of LIGHT: learning, integrity, gratitude, health, and togetherness.

Refugee services are characterized by an Arrive and Thrive mentality, seeking to overcome short-term and long-term challenges in the resettlement and community integration process. We aim to provide best-in-class hospitality, services, and cultural education, using a strengths-based case management approach to understand and develop client goals. We believe that a thriving refugee community is predicated on community engagement, inviting stakeholders from across Kansas City to actively participate in the resettlement process and the advancement of refugee communities.

The Data Tracking VISTA works under the direction of the Refugee Program Director and the support of the Refugee Services Team, to grow the foundation of our data tracking/case notes integrity. The service year is meant to be a rewarding experience where the individual gains transferable skillsets essential to every nonprofit. This position requires a commitment to teamwork, patience, adaptability, servant leadership, humility of spirit, a strong work ethic, and a commitment to learning and growth.

This position reports to the Refugee Program Director.

Core responsibilities include, but may not be limited to, the following:

- Ensure timely documentation and reporting of casenotes and client interactions (not to be done by the VISTA) with the support of case managers and volunteers offering direct client service.
- Cultivate individual reporting plans in partnership with case managers/workers/specialists.
- Identify issues with data gaps, management of data and integrity of information gathered.
- Develop CTrack, ECDC Database training program for new hires/case managers and/or volunteers.
- Develop healthy relationships with refugee services case managers and look for opportunities to strengthen and enhance their reporting.
- Lead areas of case review, actively engage in professional development, show continual growth in performance, and request training opportunities.
- Be willing to serve as a mentor employee for new hires and demonstrate how to meet standards of case management, case file documentation, communications, reporting, and community engagement.

**Professional Qualifications:**

- Bachelor’s in Social Work or related fields preferred.
- Case management, social service, and/or administrative experience preferred.
- Strong organizational and team-building skills.
- Strong verbal and written communication skills.
• Strong attention to detail.
• Demonstrated ability to communicate effectively and diplomatically in a multi-cultural setting and with limited English proficiency speakers.
• Proficient in Microsoft Office applications and strong computer skills with aptitude for learning and implementing new technology platforms and tools.
• Embrace the tenets of servant leadership and teamwork, ready to serve all members of Della Lamb community with grace and kindness.
• Proven ability to work under pressure with administrative deadlines and manage multiple priorities in a dynamic environment.