

### **JOB DESCRIPTION: Case Worker – Preferred Communities**

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 Women in Faith 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.

Della Lamb is one of two refugee resettlement agencies in Kansas City, MO. 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 Preferred Communities Case Worker is dedicated to serving those clients who are identified as having unique barriers to reaching self-sufficiency. Colloquially, these clients are known as the vulnerable of the vulnerable, and the Case Worker will provide the highest standards of strengths-based case management to accompany clients towards self-sufficiency. Along with direct client service, the employee will be exploring, developing, and maintaining healthy partnerships with service providers and stakeholders to serve the vulnerable with Della Lamb.

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 Preferred Communities Manager and will work with colleagues across Refugee Services to understand and to respond to client-related issues.

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

- Identify prospective clients, assess eligibility, and enroll clients in Preferred Communities program.
- Complete all documentation and program requirements as specified in Preferred Communities program guidelines.
- Employ client-centric, strengths-based approach for Preferred Communities case management, including assisting clients in identifying both challenges and opportunities in the resettlement process.
- Collaborate with clients to identify individual goals and create Self-Sufficiency Plans. Monitor client’s progress toward planned goals.
- Identify applicable Della Lamb, governmental, and community resources available to clients and provide referrals. Monitor client progress in working with third party providers.
- Track client progress in accessing and maintaining services for families and children, social adjustment, employment, basic needs, English language acquisition, knowledge of US culture/institutions, and assistant services.

- Coach clients to develop skills and knowledge to independently maintain progress achieved after exiting the program.
- Perform outreach activities to spread awareness about Preferred Communities Program.
- Develop and nurture community partnerships to increase scope of referrals.
- Perform various administrative tasks in compliance with program guidelines and Missouri standards, including but not limited to data entry, database updates, scheduling appointments, filing, and other case-related activities.
- Attend all required meetings and professional development trainings.
- Perform other duties as assigned.

***Professional Qualifications:***

- Bachelor's in Social Work or related fields required.
- Prior case management or social service experience preferred.
- Adept at client-centered, strengths-based case management approach.
- Cultural intelligence and experience working with refugees and immigrants. Experience in Preferred Communities or other PRM or ORR programs preferred.
- Outstanding organizational, leadership, and team-building skills.
- Strong verbal and written communication skills.
- 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.
- Bilingual capabilities preferred (Swahili, Burmese, Arabic, Farsi, etc.).
- 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.