

**JOB DESCRIPTION: Case Worker - Reception & Placement**

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.

This position is dedicated to serving resettled clients in the early months following their arrival. The Refugee Services Case Worker will oversee and assist with Della Lamb’s efforts to provide all the core services as required by the Reception & Placement Cooperative Agreement. The case worker will work with the client and colleagues to develop an individual service plan for the initial and extended resettlement, employing a strengths-based approach centered on the client’s ownership of the resettlement process. The case worker will actively work with case aides and volunteers to participate in the resettlement process. The case worker must be eager to demonstrate hospitality towards the newly resettled and to build trust with clients. The case worker will also assist in providing services as part of Della Lamb’s broader services to refugees.

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 Reception & Placement 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:

- Ensure timely delivery, documentation, and reporting of core services per the Reception and Placement program guidelines through direct service and in coordination with community sponsors. Activities include airport pickups, food stamp application, school enrollments, home visits, budgeting, setting up utilities, and coordinating cultural orientation.
- Cultivate individual service plans in partnership with clients, case managers, and program managers.
- Identify issues and refer clients to best-suited service providers to help ensure that clients thrive.
- Submit financial requests on a timely basis to cover costs of housing, utilities, and other client needs.
- Develop healthy relationships with community partners and service providers, looking for opportunities to strengthen and enhance partnerships.
- Provide referrals and smooth client transitions to other Della Lamb colleagues to ensure continuity of service.

- Ensure clients' growth in community integration through consistent participation in Della Lamb education services and provide on-hands self-sufficiency teaching through mutual achievement of tasks and goals found in the service plan.
- Actively participate in professional development, show continual growth in performance, and request training opportunities.
- Work closely with Reception & Placement Manager by suggesting areas for job clarity, helping set performance goals, and participating in case monitoring and performance reviews.
- Be a good teammate, working with teammates and new hires to understand and to meet standards of case management, case file documentation, communications, reporting, and community engagement.
- Observe and listen to client feedback about the quality of their community's housing, employment, and neighborhoods to identify opportunities for connection with community champions, agencies, faith-based institutions, and community sponsors to mutually achieve a better quality of life in refugee neighborhoods.
- Flexibility to work nights and weekends as required to meet the needs of clients and to assist with airport pick-ups.
- Assist with home move-ins on an ad hoc basis.
- Other duties as assigned.

***Professional Qualifications:***

- Bachelor's in Social Work or related fields preferred.
- 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 Reception & Placement or other PRM or ORR programs preferred.
- Strong organizational 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 strongly preferred. Dari and/or Pashto speakers strongly preferred.
- 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.