

JOB DESCRIPTION: Manager – Preferred Communities Manager

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 Preferred Communities (PC) Manager will oversee PC programs, including the PC Intensive Case Management (ICM) program and PC Gaps programs. PC ICM is designed to provide additional case management support to newly arrived refugees who have additional barriers to overcome (such as complex medical needs) as part of their community integration. PC Gaps programs include additional services to be provided to qualifying individuals and families who need additional support in their initial stages of resettlement. As resettlement continues to adapt to the new administration's policies and priorities, the PC Manager will provide direct client services in accordance with PC program guidelines, manage a team who provides ICM and Gaps services, engage community partners to identify resources available to serve clients, and ensure compliance with the requirements of the PC programs. The PC team will apply strengths-based case management principles in their efforts to support clients in their journey towards self-sufficiency.

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 plays an instrumental role in the effective delivery of quality services to clients, building a kinder Kansas City, and supporting a thriving refugee community.

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

- Identify prospective clients, assess eligibility, and enroll clients in PC program.
- Provide direct client services to newly arrived refugees who qualify for PC ICM or PC Gaps.
- Complete all documentation and program requirements as specified in PC program guidelines.
- Support a team of case workers who will provide case management services to clients. Proactively support team members' professional development. Review case management documentation and ensure program compliance.
 - As of now, please note that uncertainty related to the new administration's funding of PC Gaps programs will delay additional hirings. As more information is provided and program continuity is ensured, additional personnel will be sought.
- Ensure compliance with PC program guidelines. Complete monthly, quarterly, semi-annual, and annual reporting requirements.

- Develop client-centric 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.
- Collaborate with other Refugee Services department members to discuss case status, client referrals and program enrollments, and department initiatives.
- Identify applicable Della Lamb, governmental, and community resources available to clients and provide referrals. Monitor client progress in working with third party providers.
- Develop community partnerships to increase the scope of services available to clients.
- 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.
- 5 to 10 years case management or social service experience.
- Previous supervisory experience strongly preferred.
- Adept at client-centered, strengths-based case management approach.
- Eager to build a program and a supporting team.
- 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, Arabic, Dari, Pashto, 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.