



POSITION TITLE:	Refugee Health Promotion Case Manager/Refugee School Impact Specialist
FLSA:	NON-EXEMPT
REMOTE:	IN-PERSON in Delta Junction
MEDICAID:	
CREATED DATE:	11/13/23
REVISION DATE:	

## POSITION SUMMARY

This position is split between working with refugees in health promotion and school integration. For health promotion, this position will provide health education through planning and instructing ongoing health classes and organizing health fairs. In addition, the position will organize and implement wellness groups that help clients build relationships and improve well-being. For school impact, the position this job will work primarily with school-aged youth and their parents to enroll children in school as well as provide school orientations and parent classes.

## ABOUT US

CSS is a Catholic human and social services agency and behavioral health care provider that welcomes people of all faiths through its programs and employment. We provide help for our Alaskan neighbors through a variety of supportive service programs, including emergency shelter, food stability, housing, case management, and refugee assistance. CSS empowers individuals and families on their path to permanent stability, creating thriving communities for all. Located in Anchorage, Alaska, CSS is a nationally accredited organization through the Council on Accreditation (COA), which recognizes that CSS provides high quality services that meet best practice standards in the social service field.

**Mission:** We compassionately serve those in need, strengthen individuals and families, and advocate for the common good.

**Vision:** All Individuals and Families are Flourishing.

**Impact Statement:** Catholic Social Services empowers individuals and families on their path to permanent stability, creating thriving communities for all.

**Guiding Principles:** - Catholic Social Teachings - Reverence for humanity - Striving for excellence - Empowering personal fulfillment - Strengthening through collaboration –

## REQUIRED COMPETENCIES

**Knowledge:** Individual will be knowledgeable about health topics and of the Alaska healthcare system (ie. be able to identify ways in which refugees can improve access to medical care). Individuals will be knowledgeable about the local school system and be able to help support and orient families into navigating the system.

**Skill:** Excellent leadership and interpersonal skills required. Excellent oral and written communication skills required. Must possess critical thinking skills and have the ability to foresee areas that need improvement. Must be proficient in basic office applications such as Word, Excel, internet, email, etc. Bilingual preferred.

**Ability:** Ability to write clear, grammatically correct case/log notes, grant and program reports; ability to compile data related to grant outcomes, and complete paperwork thoroughly, accurately and timely. Ability to handle crisis situations with minimal supervision. Must have the ability to develop effective improvement plans as well

as the aptitude to build partnerships to see those plans through to completion. Ability to set and observe appropriate personal limits and boundaries.

**Competency:** Highly organized with a keen attention to detail; self-motivated and directed; works well within a rapidly changing environment; punctual; cultural competency to work with diverse clients. Flexibility to deal effectively with a variety of people, situations, problems and challenges. Must be able to maintain program/guest/agency confidentiality and treat each individual with dignity and respect.

## RESPONSIBILITIES:

### Refugee Health Promotion Case Manager

1. Work with health care providers and other interested parties to ensure that refugees have access to appropriate language services for health care needs as entitled through Title VI of the Civil Rights Act.
2. Develops, hosts, and plans targeted wellness groups for clients and coordinates transportation as needed to these support groups for vulnerable populations. Each wellness group will meet for a minimum of 8 weeks.
3. Supports Health Promotion Program by making contacts with clients in Delta Junction for case management needs (ie. working closely with case management staff and/or administrative staff to further knowledge of the medical needs that refugees face on a daily basis).
4. Plan, connect with partners, and host refugee health fairs. This includes coordinating with other agencies and establishing partnerships.
5. Develop curriculum, teach weekly refugee health classes, and document classes using the database system. Health education classes provide ongoing opportunities for arrivals to improve health literacy. Classes are designed around client needs and may include: medication, scheduling doctor's appointments, eating health, and more.

### Refugee School Impact Grant

1. Assist with planning and implementing activities to achieve goals of the grant.
2. Work with school district staff to assist refugee youth and their parents with school enrollment.
3. Assist Case Managers in notifying school district of refugee children needing to enroll in school.
4. Help provide school orientation for new arrivals.
5. Provide ongoing parent classes that promote parent engagement.
6. Work with families on identified behavioral challenges as they arise. Provide linkage and support for families to access mental health and other behavioral health support, as appropriate.
7. Drive students and parents to appointments and activities as needed.
8. Work with the school district to train and ensure cultural competency amongst education staff and administrators.
9. Connect refugee parents to parent support services.

### Other responsibilities:

1. Track progress towards grant goals.
2. Gather and report statistics for grants and agency needs as requested by supervisor.
3. Complete documentation of all meetings with clients thoroughly, accurately and in a timely fashion.
4. Performs other duties as assigned.

## QUALIFICATIONS:

*Minimum Qualifications:* HS Diploma or GED required.

*Minimum Experience and Minimum Education:* At least two years of experience in human services.

*Minimum Certs:* N/A

*Qualifications required in the first six months of employment:* Agency and department orientation; First aid/CPR; de-escalation techniques; blood borne pathogens and any other updated training, as required. Attend all staff meetings and in-service training as required.

*Preferred Qualifications:* Individuals with specific health related education/work and school system experience. Individuals with experience and ability to work with international populations, bilingual abilities and sensitivity to cultural/religious beliefs and practices.

**WORK ENVIRONMENT**

Work Environment: Position is in-person in Delta Junction office.

Physical Demands: Must be able to lift children into car seats for transportation. Sitting, standing, walking, driving, repeated hand and wrist motions (for computer use) are required. Must be able to safely lift up to 50 pounds.

Travel: Must have valid driver’s license and personal transportation. Frequent local travel will be required.

Location: Delta Junction

_____ <i>Employee Name</i>	/	_____ <i>Employee Signature</i>	_____ <i>Date</i>
_____ <i>Supervisor Name</i>	/	_____ <i>Supervisor Signature</i>	_____ <i>Date</i>