



## Job Description

**Position Title:** Preferred Communities Case Manager  
**Reports to:** Resettlement Services Program Manager  
**Status:** Full-Time/Exempt  
**Location:** 300 North 3<sup>rd</sup> Street, Suite 212, Wausau, Wisconsin

### About ECDC MCC-WI and Refugee Resettlement:

The ECDC Multicultural Community Center-Wisconsin (MCC-WI) is a local branch office of the Ethiopian Community Development Council Inc. (ECDC). ECDC is one of ten national resettlement agencies authorized by the Department of State to resettle refugees. The mission of ECDC and its local offices is to empower refugees and immigrants to lead a life of dignity and to become integrated, self-sufficient members of U.S. society.

This position's focus is case management for elderly refugees and asylees without a familial support system, as well as other refugees and asylees facing significant barriers, to help them adapt to life in the U.S. and integrate into the community. The position will help participants learn how to access social services as well as learn the skills and responsibilities essential to achieving economic and personal self-sufficiency.

### Key Responsibilities

1. Intensive case management to provide systematic, coordinated, and timely service delivery that addresses community member needs holistically and contributes to their cultural adjustment and self-sufficiency, including:
  - Making appropriate referrals to social service agencies, community resources and other organizations according to program guidelines (food stamps, filing for disability and age-related SSI, Medicaid, and senior housing).
  - Providing transportation assistance to, and mediation at, doctor's appointments and emergency room visits.
  - Training clients on prescription management; helping clients with medical paperwork management and record keeping.
  - Training participants on navigating the healthcare system on their own, including making appointments and communicating pertinent information to physicians.
  - Helping participants obtain citizenship and secure long-term SSI.
  - Resolving eviction notices with landlords; connecting participants to, or directly providing, emergency rental assistance.
  - Assisting staff in targeting refugees with acute barriers so they may be matched with volunteers for extra adjustment support.
  - Confering with medical service providers on ways to tailor their services, information, classes, routine procedures and systems to be more usable and beneficial to refugees.
  - Providing one-on-one and group socio-cultural orientation and crisis intervention on topics such as maintaining a safe, clean home; health; shopping and budgeting.
  - Providing (access to) interpretation and translation services in refugee languages.

- Documenting each community member's case through agency forms and case notes, indicating all contacts made with and on the behalf of community members, in order to provide internal and external evaluations of program accomplishments.
  - Conducting home visits and providing assessment of community members' living situations.
  - Document findings in client's case files.
2. Assist with management of medical health needs for community members with escalated health concerns including mental health issues and developmentally disabled community members.
  3. Attend weekly staffing meetings with supervisor and report on ongoing service delivery, outcomes and escalated issues.
  4. Perform other tasks as assigned by supervisor.

**Education, Experience, Knowledge, Skills and Abilities:**

- Bachelor's degree preferred in social work, international development, or related field; or one to two years of related training and experience.
- Previous experience interacting with high barrier and the elderly population preferred. This can include professional, volunteer, or personal experience.
- Ability to navigate the healthcare system.
- Self-directed, motivated, and able to handle multiple projects simultaneously.
- Knowledge of the public benefits system in Wisconsin preferred.
- Strong written communication skills, ability to write reports and to make presentations.
- Highly organized, detail-oriented and extensive documentation skills required.
- Cross cultural sensitivity with the ability and desire to work with people of other cultures.
- Punctuality for work, appointments and report dates.
- Must work well in a team setting.
- Ability to work evening and weekend hours occasionally.
- A valid driver's license and access to own transportation required for daily local travel to apartment complexes, social service providers, health clinics, ESL providers, etc.
- Computer skills: Word, Excel, Internet, Gmail, Outlook. Comfortable in utilizing new programs and databases.

**Licenses/Certifications:** valid driver's license and good driving record required; national background check; and proof of eligibility to work in the United States.

**Physical Demands**

- Moderate physical activity, which includes standing, sitting, lifting and/or walking.
- Ability to see within normal parameters.
- Ability to hear within normal parameters.
- Requires regional travel to meetings.
- Ability to maintain emotional control under stress.

**Environmental Factors:** Work is primarily indoors in a climate-controlled building.

**Contact with Others:** Position involves frequent contact with community members and ECDC staff; regular contact with resettlement network affiliates, local, state, and federal government agency employees, and private sector organizations.

**Other Information:** All employees are expected to comply with ECDC's employment policies while carrying out their work. The range of responsibilities outlined above may change from time to time to reflect the changing needs of the organization.

**Confidentiality:** All employees are required to work in a confidential manner in all aspects of their work.

**Proof of Eligibility to Work in the United States:** All employees must submit proof of identity and their legal authorization to work in the United States. (If a prospective employee fails to submit this proof of work authorization, federal law prohibits ECDC from hiring the person.)

**To Apply for This Position:** Please email a current resume and any supporting materials to Ms. Laura Humphrey, Resettlement Program Services Manager: [lhumphrey@ecdCUS.org](mailto:lhumphrey@ecdCUS.org).

Finalists for the position will be interviewed in person.

**ECDC is an equal opportunity employer.**