

Catholic Charities Diocese of Palm Beach
Job Description

Title of Position: Case Manager
Job Summary: Individual assists the clients with their immigration needs which could range from basic information to the completion of the US Immigration forms they need to submit/file for themselves or their families. When needed, the Case Manager will refer the client to the social agency or professional able to assist in the particular case.
Status: Non-Exempt **Classification:** XI
Location: Immigration Assistance
Supervision: Reports to: Program Administrator
Has Reporting: n/a

I. ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assists client with any immigration issue he/she needs to deal with.
2. Maintains a record for each client.
3. Participates in assessment, job readiness and immigration workshops and conferences.
4. Provides information and assists in completion of US Immigration forms for individuals/families.
5. Maintains a continuous communication with agencies of legal immigration assistance for mutual help, information and evaluation.
6. Collects, completes and reports statistics.
7. Attends agency meetings/staff development programs as required.
8. Attends training sessions as determined by needs outlined in annual evaluation.
9. Supports the social teachings of the Catholic Church.
10. Participates on a CQI team.
11. Performs other duties as assigned.

II. PROBLEM SOLVING

- A. Resolves problems with some supervision and implements solutions.
- B. Consults supervisor when unusual problems arise.

III. QUALIFICATION REQUIREMENTS - To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A. Education

Bachelor Degree or equivalent

B. Experience

1-3 years experience in immigration assistance for families and individuals.

C. Other Skills and Abilities

1. Bilingual
2. Ability to function as part of an interdisciplinary team.
3. Knowledge of community social service resources accessible to the needs of the families and individuals served.
4. Experience working with economically disadvantaged immigrant families.
5. Positive interpersonal skills.
6. Computer skills.
7. Ability to deal with applicants, service providers, co-workers and supervisors.
8. Common sense and good judgment in handling day-to-day matters without direct supervision.
9. Ability to forge mutually respectful partnerships with supervisor, coworkers, and clients with an understanding and sensitivity to cultural difference. This sensitivity includes, but is not limited to, characteristics of specific cultural and ethnic groups, religious, various socio-economic groups and those living alternative lifestyles.
10. Ability to work independently, set priorities and make decisions with minimal supervision.
11. Organized, self-starting, punctual, honest and courteous.
12. Understands the importance of maintaining confidentiality/privacy.
13. Knowledge and support of Catholic Social teaching.
14. Florida driver's license and excellent driving record.

IV. PHYSICAL DEMANDS - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- A. Work hours are generally regular; however the job demand may require extended hours from time to time.
- B. Work involves sitting, standing, walking, bending, stooping, occasional carrying and lifting heavy objects, and other normal office activities.
- C. Work requires regular communication to and from others, in person or remotely, using normal communication methods including telephone, typed or written documents, electronic mail, direct speech, etc.
- D. Work requires specific visual abilities including close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

V. **Work Environment** - The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- A. The office is well heated, lighted and ventilated.
- B. The noise levels in the office work area are moderate.

Submitted by: _____
Name Title Date

Approved by: _____
Name Title Date

Original: 3/22/03

Revised: