



Nationalities Service Center – Job Announcement: Family Strengthening Program Case Aide

History and Mission

NSC is a non-profit organization that provides social, educational, and legal services to immigrants and refugees in the greater Philadelphia area. Our strength lies in the diversity of our clients and services. Since NSC's founding in 1921, our mission has been to help immigrants and refugees participate fully in American society. Each year, we help approximately 5,000 individuals from over 90 countries.

Position Overview

The Case Aide position will provide social service case management, information and referral and outreach services to through NSC's Family Strengthening Program funded by USCRI through the US Department of Health and Human Services. The Case Aide will facilitate outreach and program enrollment as well as co-facilitate workshops. The Case Aide position will deliver the highest level of case management services through effectively determining eligibility, assessing needs, identifying resources, making referrals, following up, and documenting client interactions and proactively supporting client's pursuit of goals. The Case Aide position also maintains case records and prepares reports.

The Case Aide position has internal contacts with the entire staff and external contact with clients, funders, visitors, representatives of other social services agencies, and the community. This position has access to sensitive NSC and client information and is expected to handle such information with integrity and professionalism. This position is expected to represent NSC in a professional manner.

The Case Aide position will report directly to the Project Coordinator, overseen by the Director of Health and Wellness, and participate in department activities as necessary.

Essential Functions

Provide case management support to clients seeking services from the Empowerment Program including:

- Conduct outreach to potential program participants
- Determine and document eligibility
- Assess needs and develop case management plan in partnership with client
- Identify resources to successfully begin to meet needs
- Document all client interactions and proactively supporting client's pursuit of goals
- Track progress and needs of clients and their families.
- Develop post-service plans
- Maintain case and program records
- Co-facilitate program workshops alongside Project Coordinator
- Advocating on behalf of the clients and those similarly situated within NSC and throughout the broader community.
- Communicate with third parties, anchor relatives, school officials, welfare staff, etc. on behalf of the clients, and assisting in the transportation to social security offices, etc.
- Coordinate services with other NSC departments including but not limited to education, legal and employment services
- Conduct all activities within the funders' and NSC's guidelines.

- Actively participate in weekly case meetings and other department, agency, community and provider meetings, as needed.
- Maintain accurate, timely and orderly case database and financial records and preparing reports in a timely and accurate manner.

Non-Essential Functions

1. Attend relevant workshops or join professional groups as necessary to maintain professional knowledge and licensure.
2. Adheres to NSC's security guidelines and ensures the appropriate handling of sensitive information.
3. Facilitates and attends relevant staff meetings to promote communication and execution of goals.
4. Completes special projects specific to the function of the department or as needed for the department as directed by Supervisor.
5. Other duties as assigned within the scope of position expectations.

Knowledge, Skills, and Abilities

- Understanding of NSC's mission, vision, values, programs and services and business plan.
- Knowledge of legal and political issues, and community resources and benefits that impact and/or benefit the targeted client needs.
- Ability to effectively use standard office equipment.
- Possesses strong interpersonal skills as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with diverse groups of co-workers, external business partners, and the community.
- Ability to operate a computer and use a variety of common software programs including Microsoft Office, spreadsheets, and customized databases.
- Adheres to all NSC and departmental policies and procedures.
- Attends all NSC in-services as required.
- Strong written and verbal communication skills and effectively communicate with individuals and groups.
- Knowledge of basic client management procedures for determining eligibility, assessing needs, identifying resources, making referrals, following up, and documenting client interactions and proactively supporting client's pursuit of goals.
- Ability to effectively interview and engage a client in appropriate programming.
- Ability to effectively conduct one on one advocacy and/or educational presentations.
- Ability to work in a team structure – demonstrating ability to collaborate and contribute to the team's work.

Experience, Education and Licensure

Minimum Experience: 1+ years of case management experience working within the refugee and immigrant community. Bilingual skills are required (Arabic.)

Minimum Education: Bachelor's degree from an accredited college or university in a related field of study or equivalent experience preferred.

Licensure: Knowledge of public transportation.

Compensation

The position is part-time non-exempt.

How to Apply

Application deadline is **April 28, 2017**. Please email detailed letter of interest and résumé to jobs@nscphila.org. Please no phone calls.

Applications will be accepted until position is filled. NSC does not discriminate in employment because of age, sex, race, religion, national origin, and sexual orientation or for any reason not relevant to the qualifications of the position.