EID __________ Name ____________________________________________

Lutheran Social Services of the Southwest

Job Description
Intensive Case Manager

Exempt: No                                                   Base Wage: Set by C.E.O
Reports to: Intensive Case Management Supervisor
Department: Refugee and Immigration Services
Program: Preferred Communities (PC)                          Date Reviewed: January 2022
Location: Tucson, Arizona                                     Supervises: N/A

General Description
The Intensive Case Manager (ICM) coordinates direct services for refugees who present complex barriers to self-sufficiency and longer-term integration under the federally-funded Preferred Communities (PC) program, and ensures compliance with all program requirements. Eleven primary risk factors dictate eligibility in the PC program, including refugees that present: social/psychological conditions/risk of suicide; single-parent households; elderly refugees; LGBTQ individuals; young adults without parents; secondary migrants; minors; survivors of torture/sexual and gender-based violence; substance abuse issues; and HIV-positive individuals.

Based on the design of the program, the Intensive Case Manager provides direct service to clients, meaningful referrals, and coordinates with a wide range of health care service providers, other external partners, and internally with the LSS-SW team, as well as completing all required documentation and reporting in a timely and accurate manner. Successful application for SSI and other special medical and service benefits as appropriate is also an important part of the position.

Essential Duties and Responsibilities include the following:

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<td>1. Conducts all activities with a commitment to the organization’s mission and strategic plan; focus efforts to inspire a client-centered approach to quality service delivery and operational excellence; uphold all policies and procedures.</td>
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<td>2. Demonstrates understanding and knowledge of refugee contractual services for the successful resettlement of refugee families into which ICM services are integrated. Able to capture relevant information regarding program outcomes and promising practices.</td>
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<td>3. Provides direct case management and support to target population to become self-sufficient and able to manage on-going medical and other treatment independently.</td>
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<td>4. Collaborates with Case Management and/or Employment Team and other LSS-SW programs and services.</td>
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<td>5. Maintains working knowledge of federal contractual compliance requirements for the ICM program, as well as others with which coordination is critical. Prepares compliance documentation, including semi-annual program reports and enrollment exception requests.</td>
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<td>1. Develops and maintains relationships with a range of community stakeholders and referral sources.</td>
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<td>2. Develops, expands, enhances, and manages specialized workshops and/or programs for clients that address unique needs interconnected with cultural</td>
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beliefs and the refugee experience.
3. Participates in meetings with community organizations and health care providers to increase availability, resources and accessibility to services for refugees.

| 15 | 1. Coordinates and communicates with Case Managers and Employment Specialists in creating long-term resettlement plans with each enrollee including systematic tracking of services to monitor self-sufficiency.  
      2. Assists Case Managers with special needs refugees in accessing difficult and complex systems, so that clients may obtain self-sufficiency. |
| 25 | 1. Utilizes SMART, participatory self-sufficiency plans to develop goals and action steps to guide client progress in the program. Utilizes all required client intake forms and processes to achieve compliance and client success.  
      2. Provides accurate and timely documentation of all services including case notes, financial documents, assessments, and reports.  
      3. Collects and analyzes program and client data. Contributes to funding and annual program planning documents  
      4. In cooperation with funder, medical specialists, and other external partners, creates appropriate program and client evaluation mechanisms. |
| 10 | Utilizes a variety of volunteers, interns, Americorps members, etc. as needed to augment service delivery and programmatic compliance. Assists in efforts to identify, recruit and select appropriate volunteer assistance and contributes to ensuring full agency compliance with on-boarding and new hire training and orientation. |
| 5  | Maintains an established work schedule, including a high level of self-direction and responsibility. May include weekend and evening activities and state and national travel. |
| 2.5 | Follows internal protocols immediately with regard to safety, health, professional attire, professional credentials, and the environment of the member and employee workspace and workplace equipment. |
| 2.5 | All other duties as assigned. |

**Qualifications Requirements:** To perform this job successfully, the 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.

**Education and/or Experience, Ability**
- Bachelor’s Degree or equivalent combination of relevant education and/or experience in working in a developing country, in a humanitarian context or with vulnerable populations required. Social work degree, medical and/or public health background preferred.
- Previous case management experience strongly preferred.
- Must be familiar with the Health Insurance Portability and Accountability Act (HIPAA) Privacy, Security, and Breach Notification Rules (the HIPAA Rules) that protect individuals’ identifiable health information.
- Provide and maintain a current Level One Fingerprint Clearance Card, clear the Department of Economic Security Central Registry Background Check and a criminal
background and motor vehicle screening; must maintain valid AZ Driver’s License, a clear driving record and reliable transportation for the duration of employment.

Knowledge, Skills, and Abilities:
- Proficient computer skills and knowledge of Outlook and Microsoft Office Programs (i.e. Word, Excel, PowerPoint).
- Excellent interviewing, perceptual, diagnostic and assessment skills.
- Ability to relate well with individuals of varied lifestyles, backgrounds and ethnicities.
- Experience working in culturally diverse settings.
- Ability to assess individual’s strengths and weaknesses.
- Experience in mediation and other interventions.
- Ability to participate as a member of a team, including collaboration, cross-training, and mutual assistance.
- Ability to work independently with high initiative.
- Ability to travel to throughout the state as requested by supervisor.

Language Skills:
Ability to communicate clearly. Ability to listen and perceive need. Ability to work with people form diverse backgrounds non-judgmentally. Ability to effectively present and represent LSS-SW and the program’s needs to religious and community groups as well as others in the social services community. Fluent in English, both spoken and written; bilingual ability in one of the predominant languages of the local client base is preferred.

Mathematical Skills
Ability to understand basic math and calculations.

Reasoning Ability
Ability to define problems, collect data, evaluate information, draw conclusions, and take appropriate action based on this information. Ability and confidence to make decisions when appropriate and when to solicit guidance.

Physical Demands/Work Environment
The physical demands and work environment characteristics 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.
- While performing the duties of this job, the employee may be required to sit or stand for long periods of time. The employee frequently is required to use hands to hold objects and operate office equipment.
- The employee is required to be able to listen and communicate effectively.
- The employee may be required to lift and/or move up to 25 pounds.
- The noise level in the work environment varies with the activity level of the facility.
- Maintain valid AZ Driver License and reliable transportation.
- Ability to work within mission of LSS-SW.

I have read and understand this document. I have had an opportunity to discuss this document with my supervisor.
EID __________ Name ________________________________

____________________________________________________

Employee Signature                                      Date

____________________________________________________

Employee Print Name

____________________________________________________

Supervisor Signature                                    Date