



Employment Opportunities/ Job Openings

Refugee Support Services Manager

Catholic Charities Atlanta is seeking a dedicated team member with strong organization and supervisory skills, to join our team as our new **Refugee Support Services Manager**. This full-time position in our Refugee Resettlement Services will supervise 3-5 case managers who provide extended case management services to vulnerable refugees and other immigrant populations. Experience with grant and program management is essential. The ability to insure that benchmarks are being met is critical to the success of this position. The work week is generally 8am to 4pm but flexibility in work hours when necessary to fulfill job responsibilities is needed.

Qualifications:

- Master's degree in relevant field (social work, sociology, psychology)
- 1-2 years of direct work experience preferably in refugee resettlement
- Ability to work with multicultural populations
- Understanding of accreditation standards and grant management
- Ability to work within the community and understand complex family issues is required
- Reliable transportation and valid Georgia driver's license

Responsibilities:

- Responsible for the supervision of the Refugee Support Services Team including conducting regularly scheduled, monthly supervision sessions and the documentation of these sessions.
- Responsible for the oversight and delivery/coordination of the Refugees Social Services (RSS—formerly SSG/TAG) funded services, Preferred Communities Intensive Case Management, and other supportive grants as assigned according to the stipulations of Agency policies & procedures, funding source regulations and accepted best practices. Delivery and coordination may include but are not limited to direct service delivery, ensuring case file compliance, ensuring accurate and timely reporting, and ensuring grant benchmarks are accomplished.

- Responsible for coordinating all assigned grants services needed by clients and ensuring that they have access to them, including transporting clients to appointments, meeting clients at home, and/or arranging for services through another service provider. May be required to carry a small case load.
- Manage the GA DHS database for RSS grant reporting and provide support to staff using this system for grant reporting. Review and submit grant reporting to GA DHS monthly and provide this information to agency Contract Manager and Client Data Manager for internal benchmark tracking.
- Coordinate site visit and monitoring for assigned grants and ensure documentation and administrative information is in compliance with applicable grant standards.
- Responsible to handle walk-in refugee clients and guide them towards the staff member and/or service that they need.
- Responsible for the timely, accurate, and professional documentation of case records which meet accreditation and funding requirements. This includes the responsibility to review and update electronic and physical case file forms when changes are made to grants/as needed. This includes ensuring that forms are interpreted into primary refugee languages when relevant. Ensure accurate, thorough and up-to-date case note documentation on all client services is maintained for case files. Complete case file documentation in accordance with Agency/Program policies and procedures and funding source regulations.
- Provide social adjustment services to refugee clients which can include health-related, home management, and/or emergency/crisis services. Also includes developing and conducting Social Adjustment Safety and Life Skills Workshop as required by grant guidelines.
- Assist clients with issues that may arise after initial resettlement.
- Complete and track all financial reporting for grants assigned in conjunction with CCA's Finance Department.
- Serve as State of Georgia public benefits database (Gateway) administrator for the Refugee program and maintain required documents for audit purposes. Assist clients to apply for public benefits.
- Ensure the confidentiality and privacy of all client information. Maintain appropriate and professional boundaries/relationships with clients at all times.
- Responsible for working within the Refugee Team and assisting other team members in providing services to clients. Responsible for knowing, supporting, and adhering to the policies and procedures of Catholic Charities.
- Maintain strong working relationships with other refugee serving agencies and community based organizations in the Area.
- Effectively utilize and supervise RS interns and volunteers assigned to the program.
- Responsible for representing Catholic Charities Atlanta and the Refugee Services Program to the community, the Archdiocese, funders and other service providers in a professional, accurate and positive manner. Attends community meetings and other relevant events as assigned by the Sr. Program Director and agency administration.

- Responsible for meeting with immediate supervisor on a regular basis and actively using supervision to strengthen skills and grow as a professional. Responsible for meeting individual benchmarks and other performance measures.

Please submit a resume and cover letter that details your interest in working for Catholic Charities Atlanta to:

ccaemployment@c atlanta.org