



Employment Opportunities/ Job Openings

Case Support Specialist

Catholic Charities Atlanta's Refugee Resettlement Program is seeking a full-time Case Support Specialist in our Safe Passages Program, to assist program staff with documentation of records and case support in providing services to unaccompanied children and their families. Interested candidates must be **bilingual** in both English and Spanish with a bachelor's degree in social work or human services preferred. This position will require travel to client homes and appointments, therefore, candidates must have a valid driver's license and reliable personal transportation.

SPECIFIC RESPONSIBILITIES:

1. Responsible for the timely, accurate, and professional documentation of case records which meet accreditation and funding requirements. (This includes but is not limited to uploading documents to the electronic database for all Safe Passages cases, writing case notes, uploading referrals follow-up services, client identification information, and uploading reports from the US Conference of Catholic Bishops website-MRIS as they are completed).
2. Assist Safe Passages Program Coordinator and Family Reunification Specialist with cases (including but not limited to contacting clients, providing referrals, etc.) and documenting all client contact.
3. Provide assistance with TVAP cases including but not limited to interpretation, client communication, documentation, client support (up to 15% of weekly time).
4. Responsible for assisting clients in obtaining appropriate legal representation for immigration proceedings by providing referrals and following up with Immigration Legal Services staff members.
5. Provide appropriate referrals and services to clients and/or their parents or guardians.
6. Responsible for working within the Refugee Resettlement Team and assisting other team members in providing services to clients. Expected to support all team/agency decisions and to support team members whenever possible and appropriate. Responsible for establishing and maintaining positive working relationships with other team members and Catholic Charities-Atlanta staff.
7. Responsible for knowing, supporting and adhering to the policies and procedures of Catholic Charities-Atlanta and the Refugee Resettlement Program.
8. Responsible for the timely and professional completion of all reporting requirements of USCCB, DHR, ORR, program administration and other reporting bodies. Ensures that all information reported is accurate, documented and reliable. Ensures the confidentiality and privacy of all client information. Maintains appropriate and professional boundaries/relationships with clients at all times.

9. 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.

10. Responsible for meeting with immediate supervisor on a regular basis and actively uses supervision to strengthen skills and grow as a professional. Responsible for meeting individual benchmarks and other performance measures. Addresses areas of concern in a timely and productive manner. Remains open to feedback from team members and supervisors.

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

ccaemployment@ccatlanta.org

Qualifying candidates will be selected and contacted for interviews.