



201 Bleecker Street | Utica, New York 13501 | 315.738.1083 | [TheCenterUtica.org](http://TheCenterUtica.org)

## **JOB DESCRIPTION**

### **Afghan Caseworker**

**FLSA Status:** Non-Exempt

**Reports to:** Director of Resettlement

**Supervises:** None

**Travel:** As needed per department requirements

**Department:** Resettlement

**EEO Job Category:** Professional

#### **Job Summary:**

The Center is seeking a Afghan Caseworker to provide a positive resettlement experience and the achievement of client self-sufficiency. The Caseworker will work closely with clients, colleagues, and external parties to develop service plans to meet individual client needs and preferences utilizing a broad range of financial, medical, social, vocational and other services and resources in accordance with client eligibility and program requirements.

\*\*This position is currently a full-time temporary position funded through September 2024.

#### **Key Responsibilities:**

- 1. Direct Client Services
  - Coordinate timely pre- and post arrival services to ensure each client has living essentials such as housing, food, medical care, and access to transportation and is oriented to their new environment.
  - Conduct intake services with clients to assess needs. Develop plans and timelines in partnership with each client. Providing individualized support through direct services, referrals, and advocacy.
  - Assess and monitor client progress to support their attainment of established goals, address challenges, and ensure that available resources are utilized.
  - Detail each client interaction in accordance with program requirements. Input client information in database(s) and assist with tracking and reporting as needed.
  - Collaborate effectively with coworkers and partner organizations. Build and maintain relationships with area service providers for the benefit of clients.

- Use insured agency vehicles to travel and transport clients and materials as needed throughout the service delivery area.
- Other duties as assigned by the supervisor.

**Qualifications:**

- **Education:**
  - Bachelor’s degree in Social Work or Human Services field preferred
  - Relevant professional experience in human services field required; minimum of 2 years’ strongly preferred
  - Experience working with refugee and or immigrant populations strongly preferred.
- **Skills:**
  - Fluent in English, both spoken and written; proficiency in Dari, Farsi, and/or Pashto Strongly preferred.
  - Strong relationship building, diplomacy, and networking skills; ability to effectively build internal and external relationships.
  - Demonstrated success working and communicating effectively in a multicultural environment.
  - Self-started with excellent problem-solving skills combined with the proven ability to multitask, prioritize duties, and manage time effectively.
  - Attention to detail and accuracy in work products.
  - Proficient in Google applications; ability to use the internet and other digital tools for data entry, research and problem solving purposes.
  - Valid driver’s license and access to personal, insured vehicles.
- **Other Functions:**
  - Coordinates services with other departments of The Center to ensure timely provision of services.
  - Combination of standard office environment and “field” time within the service delivery area to perform above outlined responsibilities.
  - May require occasional weekend and/or evening work.
  - Establishes communication and works closely with the outside vendors
  - Any other duties required by the agency, contracts or the supervisory management of the Board of Directors of the agency.

Employee Signature\_\_\_\_\_

HR Representative\_\_\_\_\_

Date\_\_\_\_\_