

CASE MANAGER

REPORTS TO: Connection Center Manager

TYPE OF POSITION: Part-time, hourly. Typically, Monday through Thursday with occasional Friday, evenings, or weekends for meetings and/or special events. Role could become Full-time as our ministries grow.

JOB DESCRIPTION:

As a Case Manager, you play a crucial role to the mission of Love INC Sheboygan County. This role will provide comprehensive case management and support to refugees who are making Sheboygan County their home as well as to current neighbors who want to take the next step in knowing who they are and who Christ is. This position is multi-faceted and involves fostering relationships, showing the love of Christ in creative ways, and ensuring that the people God has entrusted to us are loved the way He loves them.

RESPONSIBILITIES:

- **Refugee Resettlement:** Oversee the documentation and process for the refugee resettlement ministry:
 - Provide dedicated case management through home visits and phone calls that include meaningful conversations in the first 90 days of resettlement
 - Create comprehensive case notes that not only include the physical situation of each refugee, but also include mental and spiritual health notes
 - Make medical and other appointments for each refugee
 - Collaborate with volunteers and churches as needed to support each refugee
 - Report to the Connection Center Manager case notes, monetary needs, and grievances for every refugee
 - Participate in refugee team meetings to help discern next steps in case management
 - If Love INC is able to continue support beyond the initial 90 days, continue case management by partnering with co-sponsors and groups to collect case notes from them, including any grievances

- **Community Engagement:** Maintain and further development relationships with other social service agencies to gain better understanding of eligible benefits for refugee population:
 - Work with community partners, agencies, businesses, and medical centers to address refugee and neighbor needs
 - Serve as the main point of contact for all appointments during the first 90 days

- Collaborate with the Connection Center Manager and the Director of Programs to develop and nurture relationships with neighbors, refugees, and the community
- **New Way Mentoring:** Oversee the documentation and process for the mentoring ministry:
 - Develop strong and purposeful relationships with neighbors who are ready to commit to growing and changing their lifestyle to one of a Christ follower.
 - Have an open heart, open mind, and be non-judgmental. Everyone has a past and struggles.
 - Be ready to pray and discern the best way to guide and help the mentee.
 - Prepare to meet with the Director of Programs to review progress and to discern next steps
 - Willing to pray for and with each mentee

DESIRED QUALIFICATIONS:

- Personal relationship with Jesus Christ and agreement with the Apostles' Creed
- Comfortable working and praying with Christians from different denominations
- Ability to take initiative, work independently, and cooperatively
- Demonstrated excellence in organizational skills and strong attention to detail
- Willingness to adjust hours to accommodate the needs of the job
- Strong interpersonal and teamwork skills, including the ability to work with people from different backgrounds
- Proficient with Microsoft Office. Willingness to learn new database systems, IRIS and CoolFocus.
- Relevant work experience in case management preferred

SALARY & BENEFITS:

- \$18-25/hour based on education and experience
- Progressive PTO based on years of service increasing to a maximum of 14 days
- Paid holidays including week between Christmas and New Year's
- Bereavement and jury duty paid leave as well as option for unpaid extended leave of absence
- Flexible hours with option to work from home
- Supplemental insurance options up to \$50/month once approved by insurance company
- Cell phone reimbursement plan of \$50/month
- Training and support provided on an annual basis through local organizations and through Love INC National

To apply, please send your resume to Love INC at jobs@loveincsheboygancounty.org