

Job Description – Housing & Case Aide (Bloomington)

The purpose of the Housing & Case Aide is to carry out timely pre- and post-arrival tasks to ensure each newly arrived refugee client has living essentials such as housing, food, medical care, and access to transportation and is oriented to their new environment. The Case Aide carries out activities to meet individual client needs utilizing a broad range of financial, medical, social, vocational, and other services and resources. Ensure that clients are provided all required core services as outlined in the Cooperative Agreement and Matching Grant Guidelines.

Responsibilities:

1. Organize and pick up agency donations according to predetermined client-housing needs.
2. Rent, drive, and return box trucks for apartment set ups and donation pick-ups.
3. Maintain storage area in a clean organized fashion.
4. Provide clean, safe, and sanitary items for all households.
5. Place all necessary items in client homes before arrival to comply with the reception and placement Cooperative Agreement housing requirements and Indiana housing laws.
6. Assist with setting up utility accounts and helping to transfer accounts into clients' names.
7. Provide adequate and culturally appropriate food for new arrivals.
8. Conduct Home Safety Evaluation and complete Home Supply with U.S. ties ahead of client's arrival to ensure the home is safe and properly equipped.
9. Submit expense documentation promptly and account for agency expenses in client case notes and case files.
10. Coordinate with R&P staff to accommodate special housing needs and last-minute delays.
11. Communicate with persons designated for airport pick-ups about the housing circumstances arranged for the individual or family.
12. Procure all items needed for making clients homes comfortable, safe, and welcoming.
13. Respond and complete any follow-up housing needs for refugees.
14. Accompany clients to appointments including the social security office, medical appointments, and the post office.
15. Assist clients with processes such as opening a bank account, applying for a state ID and obtaining WIC benefits.
16. Assist with airport pick-ups for newly arrived refugee clients.
17. Detail client interactions in accordance with program requirements. Input client information in database(s) and assist with tracking and reporting as needed.
18. Use personal, insured vehicle and/or public transportation (where available) to travel and transport clients and materials as needed throughout the service delivery area.
19. Collaborate effectively with coworkers and partner organizations. Build and maintain relationships with area service providers for the benefit of clients.
20. Ensures that program goals and outcomes are achieved.
21. Attend weekly staff meetings.
22. Participates in Exodus staff trainings and development activities.
23. Participates in the on-call ER/Airport rotation.
24. Performs other duties as may be required by supervisor.
25. Reports to the Manager of R&P.

Position Criteria:

- Bachelor's degree preferred in social work or related field.
- Preferably have a minimum of two years of experience in social services.
- Physical demands associated with this position include extensive walking, including stairs, lifting & carrying heavy weight materials (furniture) in varying weather conditions.
- Must be able to effectively communicate with clients of diverse cultural and language backgrounds.
- Must be able to work occasional hours outside of normal business hours.
- Must be a self-starter with a high level of organizational skill, flexibility, and commitment to the populations the agency serves.
- Must be able to function as part of a team.
- PC and Microsoft suite proficiency.

Signature of Employee

Date