CATHOLIC SOCIAL SERVICES
JOB DESCRIPTION

TITLE: Refugee Reception & Placement Specialist
PROGRAM: Refugee Assistance & Immigration Services
SUPERVISED BY: R&P Coordinator
STATUS: Full-time/hourly/non-exempt
UPDATED: 9/08/2021

JOB SUMMARY: This person is responsible for welcoming new refugee arrivals to Alaska in cooperation with the R&P Coordinator. This person will assist in apartment set ups, connect new arrivals to community resources, enroll clients in benefits, and complete necessary paperwork. This position will require some hours outside of the regular workday. This position is responsible for picking up new arrivals at the airport, conducting 24 hour and 30 day home visits.

QUALIFICATIONS:

Competencies: Must be able to maintain program/guest/agency confidentiality, and treat each individual with dignity and respect. Ability to set and observe appropriate personal limits and boundaries. Dependability, maturity and initiative. Excellent inter-personal skills required. Ability to oversee a diverse classroom setting. Ability to relate positively to program director, staff, community service providers, and CSS clients. Flexibility to deal effectively with a variety of people, situations, problems and challenges. Ability to work alone or as part of a team.

Education/Experience: High School Diploma or GED. One year work experience in human services.

Skills: Ability to handle crisis situations with minimum supervision. Ability to gather information and assess client situation rapidly and accurately. Strong oral and written communication skills necessary. Bilingual ability (written and verbal) in language used by refugee clients strongly preferred. Ability to write clear, grammatically correct log notes, spell and alphabetize; ability to complete paperwork thoroughly and accurately. Familiarity with computers, internet and experience with e-mail required. Must have driver’s license and access to a personal vehicle.

RESPONSIBILITIES:

1. Assist Coordinator in finding an apartment and coordinating set-up of apartment.
2. Assist Coordinator in setting up initial appointments to connect refugee to community resources.
3. Assist Coordinator in conducting intakes and completing needs assessments. Assist enrolled clients in developing plans for achieving employment and self-sufficiency.
4. Assist Coordinator in service coordination by providing linkage to community resources.
5. Assist Coordinator in providing basic orientation to refugees in adjustment per Reception and Placement guidelines.
6. Greet and welcome new refugee arrivals at the airport and providing them home orientation.
7. Assist clients with all necessary documentation for Program services and access to appropriate public benefits and services.
8. Complete documentation of all meetings with and work related to clients thoroughly, accurately and in a timely fashion. Uses appropriate forms, format procedures and policies as prescribed by the Program Director. All client documentation will be filed in the appropriate client or program file.
9. Assist Coordinator in guiding and acting as client advocate in locating employment, medical and mental health services, transportation, public benefits and other needed services, through contacts, internet, and other available sources.

10. Assist with interpreter and translation scheduling /coordinating. Serve as interpreter or translator, or utilize interpreters or translators as appropriate.

11. Keep informed of staff communications, changes in RAIS policies, procedures, and new community resource info daily.

12. Answer telephones courteously; log referrals. Return phone and e-mail messages in a timely manner.

13. Assist in crisis intervention as necessary, obtaining police, medical, psychiatric, or other emergency services for client(s), as appropriate, and applying CPR techniques when appropriate.

14. Maintain liaison with community resources, municipal, state, and federal agencies; document contact appropriately.

Manage client confidentiality; handle sensitive personal information.

**Physical Requirements:** Able to climb stairs and to lift up to 50 pounds

**Training Requirements:** Agency and department orientation; First aid/CPR; de-escalation techniques; blood borne pathogens and any other updated training, as required. Attend all staff meetings and in service training as required. Must possess a valid driver’s license and auto insurance.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature:__________________________)  Date: ____________

Supervisor Signature: _____________________________  Date: ____________