Job Description

Job Title: Case Manager

FLSA Status: Full Time, Exempt

Classification: Administrative Support Worker

Program: Immigrant and Refugee Services Division: Unaccompanied Minors Program

Reports to: Program Director and Staff Attorneys

Supervisory Responsibilities: Yes ______  No ________

Summary: The Unaccompanied Minors Program serves unaccompanied immigrant children who are or were detained temporarily by the Office of Refugee Resettlement (ORR) in juvenile facilities in the lower Hudson Valley, Long Island, and New York City. The case manager will provide case support services to children who were in ORR detention and are legal clients of the Program. The position includes sustained contact with youth, particularly youth who have suffered abuse, abandonment, neglect, or other trauma, and who require support services in conjunction with legal representation.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Provide advocacy, information and referral, crisis intervention, and supportive planning to unaccompanied children whose cases have been accepted for legal representation by the office. Services will be provided in furtherance of the legal cases of unaccompanied children who face issues involving reunification with family members, release from ORR custody, and other concrete needs.

2. Conduct needs assessments and develop service plans to address identified obstacles (such as housing, education, health and mental health care needs) to achieve legal immigration status.

3. Develop and update referral resources to meet the special needs of recently released unaccompanied immigrant children.

4. Accompany minors who require support to appointments as needed, including court hearings, counseling appointments, school registration, and housing facilities.

5. Maintain accurate and timely records of case management services provided.

6. Comply with Program reporting requirements, such as maintaining monthly statistics, and reporting to stakeholders.

As necessary, provide services to custodians of minors, who have been released from ORR custody, including:

• Conduct weekly legal information sessions for custodians.
• Provide social service, legal, and other referrals, and develop and maintain resource information relevant to the New York metropolitan area.

• Train and oversee work of volunteers and interns.

• Conduct outreach to custodians and provide follow-up assistance.

• Create and maintain records and reporting information.

**Position Type and Expected Hours of Work:**
This is a full-time position. Days and hours of work are generally 9:00 AM to 5 PM Monday - Friday. Additional evening and weekend hours will be required.

**Working conditions and physical demands required:**
The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

• Travel at least 40% of the time using public transportation, traverse city streets; occasionally ascend/descend stairs, and be exposed to outside weather conditions.
• Ability to visit and assist clients who may be located in prisons.
• Ability to escort clients needing assistance to appointments, schools, and courts.
• Remain stationary at a work station and use a computer at least 30% of the time.

**Qualifications**

**Education and/or experience required:**
1. Bachelor’s Degree in related field; degree in social work a plus.
2. Previous experience working with children or other vulnerable populations.

**Skills, Licenses, and/or competencies required:**
1. Bilingual Spanish and English.
2. Knowledge of New York area social service resources for undocumented children.
3. Comprehensive knowledge of software appropriate to the office environment.
4. Excellent public speaking ability and written communication skills.
5. Very strong organizational and analytical skills.
6. Excellent network-building, client advocacy, and outreach skills.
7. Strong interpersonal skills and ability to work with children from different cultures and backgrounds.
8. Commitment to public interest work and children’s issues.
9. Ability to travel throughout New York City, lower Hudson Valley, and any of the agency’s sites.