



**JEWISH FAMILY &
COMMUNITY SERVICES**
EAST BAY

Position Announcement

Afghan Placement & Assistance Initiative-PC Afghan Case Manager

JOB TITLE: PC Afghan Case Manager/ Community Specialist
REPORTS TO: Preferred Community (PC) Coordinator
EMPLOYMENT TYPE: Full time/ Non-Exempt, temporary position
LOCATION: Concord

OUR AGENCY

Rooted in Jewish values and historical experiences, and inspired by the strengths of the diverse communities we serve, JFCS East Bay promotes the well-being of individuals and families by providing essential mental health and social services through every stage of life. JFCS East Bay is an innovative, multicultural human service agency that has served individuals and families throughout Alameda and Contra Costa counties since 1877.

The agency's current programs include resettling refugees, providing mental health services to children and families of color, offering immigration legal services, and supporting seniors and Holocaust survivors. Our staff of more than 60 employees is characterized by its dedication, teamwork, warmth, humor. Agency offices are located in downtown Berkeley (five blocks from BART) and Concord (five blocks from BART), with a satellite location in uptown Oakland.

JFCS East Bay actively seeks to hire qualified professionals who reflect the cultural and linguistic diversity of the East Bay and of our clients.

PROGRAM DESCRIPTION:

The Preferred Communities Program for Intensive Case Management Services (ICM) targets populations under the Federal Office of Refugee Resettlement (ORR) umbrella that are considered especially vulnerable. These include: single mothers, survivors of torture, those with high medical needs, LGBTQ+ persons, minors who have spent prolonged periods in refugee camps without parent supervision, and HIV+ positive persons. Eligible participants (some with concurrent vulnerabilities) receive one, two or up to three years of ORR funded intensive case management services aimed at improving overall wellness as well as increased ability to understand and interact independently with all new U.S. systems.

JOB SUMMARY:

The Afghan Case Manager/ Community Specialist will work under the supervision of the Coordinator of preferred Community program to design and deliver essential and comprehensive intensive case management services to individuals with severe and/or concurrent vulnerabilities. The CM will plan and execute holistic services with a view to

promoting self-sufficiency, independence, and wellness of Afghan Parolee clients. This includes assisting clients with linkages to community resources for housing, medical care, public benefits, education and financial benefits; promoting wellness and mental health care; arranging transportation and providing field services.

Other duties include: Will connect Afghan families to services to both those enrolled in PC program and those from resettlement program., communicate and market groups, workshops, and community events to the community, and facilitate referrals to program components. The APA case manager will work closely with the Program Coordinator to meet the APA program goals. The APA Case Manager will oversee all outreach activities and provide intensive case management to individual participants.

In addition to that the APA Case Manager will be responsible for managing the monitoring and tracking of services and data collecting. The Case Manager must maintain digital and physical client case records and files.

ESSENTIAL DUTIES AND FUNCTIONS:

- Provide case management services for recently arrived Afghan parolees.
- Develop individualized service plans for each client based on client needs
- Map local community and government resources and assist with referrals to community partners in the areas of health, education, employment, public benefits, mental health, gender-based violence, and other realms
- Oversee all outreach activities for the Initiative
- Develop new outreach opportunities within the community
- Facilitate connections within the Afghan community
- Leads the coordination of an initial Community Building Activity
- To coordinate the education programming workshops, including health education workshops for men and women.
- Coordinates transportation and childcare to education and community-building events
- Any other duties as assigned

OTHER DUTIES AND FUNCTIONS:

- Conduct outreach to community service agencies and providers open to serving vulnerable refugees in the areas of health, mental health, housing, employment, social integration, and cultural activities.
- Work with program Coordinator to assess and refer for care the mental health needs of complex cases, as needed.
- As capacity permits, coordinate relevant cultural orientation training for Afghan clients.
- Provide interpreting and translation services.

JOB QUALIFICATIONS:

- **Bilingual in English and Dari/Pashto required**
- Candidates should have demonstrated relevant work experience in human services field, preferably in a non-profit or social services agency environment serving underserved communities, or in a refugee resettlement agency
- Preference for candidates who have extensive working knowledge of all major public benefit and cost savings programs as well as comprehensive knowledge of safety net programs and regional partners who administer services to new arrivals and other vulnerable populations across the service realms
- Candidates must possess high ability to work independently, with other team members, and to maintain professional boundaries with clients at all times
- Candidates should be comfortable interacting with the Afghan populations with a high degree of sensitivity to new arrivals who may lack family or community ties and may experience multiple barriers to accessing key services
- Preference for candidates who drive and have a car/insurance
- Candidates should possess skill to confidently and diplomatically act as an advocate for clients who may be reluctant to self-advocate
- Commitment to agency mission of promoting and strengthening the social and emotional well-being of Afghan families throughout the East Bay
- Patience, compassion, flexibility
- Excellent interpersonal skills with people of all ages
- Ability to work effectively and respectfully
- High degree of cultural competence and sensitivity
- Able and willing to drive clients on occasion and make home visits

PHYSICAL REQUIREMENTS

- Ability to communicate via phone, email, WhatsApp, and Google Voice.
- Ability to sit and work at a computer for extended periods of time
- Ability to lift and carry up to 25 pounds

Employee Printed Name

Signature

Date

COVID-19 REQUIREMENTS

All employees must show proof of vaccination against COVID-19 and follow JFCS East Bay COVID-19 policies. Reasonable accommodations may be made for individuals with medical or religious reasons where they do not cause undue hardship or pose a direct threat to the health and safety of others.

COMPENSATION AND BENEFITS

Compensation is \$26.25 per hour. Generous benefit package includes: Medical, Dental, Vision, Life Insurance, FSA/HSA, 401(k) with agency match (after 1 year), 28 paid days off, great colleagues, and a friendly, respectful work environment.

TO APPLY

Please submit a thoughtful cover letter and resume to currentjobs@jfcs-eastbay.org and cc hmorris@jfcs-eastbay.org. Please include **RS40** in the subject line. Position open until filled.

JFCS East Bay is an Equal Opportunity employer that highly values diversity and does not discriminate on the basis of age (40 or older), ancestry, color, religious creed (including religious dress and grooming practices), denial of family and medical care leave, disability (mental and physical, including HIV and AIDS), marital status, medical condition (cancer and genetic characteristics), genetic information, military and veteran status, national origin (including language use restrictions), race, sex (including pregnancy, child birth, breastfeeding, and medical conditions related to pregnancy, child birth or breastfeeding), gender, gender identity and gender expression, sexual orientation, or any other protected status in accordance with all applicable federal, state, and local laws.

