



Volunteer Service Position

Position Title: Resettlement and Employment Case Aide

GENERAL RESPONSIBILITIES:

The general responsibilities of this position include the responsibilities shared by all employees of Catholic Charities of the Archdiocese of Atlanta, Inc. These obligations include understanding and performing in accordance with the values of Catholic Charities of the Archdiocese of Atlanta, Inc.; endeavoring to provide quality services to clients of Catholic Charities of the Archdiocese of Atlanta, Inc.; striving to find new, efficient, effective and economical ways to perform tasks; performing job duties in an thorough, accurate and timely manner; cooperating with others in the team; meeting attendance and punctuality standards; conducting business in a professional, courteous and tactful manner; demonstrating respect for the privacy of clients and employees; taking precautions to prevent accidents; and embracing diversity and respect for the cultural differences among clients and other staff.

Specific Responsibilities

1. Responsible for addressing the needs and issues of refugee and asylee clients including resettlement in the Atlanta area, housing, employment, education, health care, identification, legal and adjustment services.
2. Responsible for transporting resettled refugee clients from the airport upon their arrival to the U.S. to their new apartment, assisting with furnishing the apartment, and ensuring that basic food and supplies are in the apartment.
3. Responsible for accompanying refugee and asylee clients to apply for Social Security Cards, Georgia Identity cards, food stamps, and Medicaid, attend health screening and open bank accounts.
4. Responsible for assisting clients in connecting with other individuals and/or groups of their specific ethnic group already residing in the community, connecting clients with available services within their community, which may assist them in adjusting to American society and life.
5. Responsible for placing all forms signed by the client, identification information, and referrals in the case file in a timely manner. A commitment to keeping all client information confidential is also essential.

6. Responsible for working within the Case Management Team and assisting other team members in providing services to clients. Expected to support all team/agency decisions and to support team members whenever possible and appropriate. Responsible for establishing and maintaining positive working relationships with other team members and CCA staff.
7. Responsible for knowing, supporting and adhering to the policies and procedures of Catholic Charities of the Archdiocese of Atlanta, Inc. and the Migration and Refugee Services Program.
8. Responsible for maintaining appropriate and professional boundaries/relationships with clients at all times.
9. Responsible for establishing and maintaining strong working relationships with peers and administrative staff to ensure the effective provision of services to clients, assisting team members whenever necessary and appropriate.
10. Responsible for meeting with immediate supervisor on a weekly basis.

Accountability: The Resettlement and Employment Case Aide reports directly to the Manager of Refugee Resettlement Services.

Qualifications: Driver's license required. An appreciation for different cultures and willingness to work with people of different cultures needed.

Supervisory Responsibilities: NA

COMMENTS: Position is unpaid

Contact: Margaret Prickett at mprickett@archatl.com to inquire about this opportunity.