

JOB DESCRIPTION – FSSP Case Aid and Intake Specialist

Della Lamb Community Services exists to empower its clients to meet the challenges of education, employment, and self-sufficiency in an ever-changing world. Della Lamb aspires to be a trusted and engaged member of a thriving refugee community, continually advancing the quality of life together with its members. Della Lamb is a National Mission Institution in a covenant relationship with the United Methodist Women and an agency member of the United Way of Greater Kansas City. We strongly believe in the dignity of all people and strive to live out our values of LIGHT: learning, integrity, gratitude, health, and togetherness.

Refugee services are characterized by an “Arrive and Thrive” mentality, seeking to overcome short-term and long-term challenges in the resettlement and community integration process. We aim to provide best-in-class hospitality, services, and cultural education, using a strengths-based case management approach to understand and develop client goals. We believe that a thriving refugee community is predicated on community engagement, inviting stakeholders from across Kansas City to actively participate in the resettlement process and the advancement of refugee communities.

As an FSSP Case Aid and Intake Specialist, you will play a crucial role in supporting individuals participating in the Refugee Support Services (RSS) program. You will be responsible for working with RSS Case Managers to ensure timely updates to Family Self Sufficiency Plans as required for program compliance as well as assisting with initial client intake and enrollment. This position reports to the RSS Program Manager. This position requires a commitment to teamwork, patience, adaptability, servant leadership, humility of spirit, a strong work ethic, and a commitment to learning and growth. The successful candidate will play a crucial role in providing high-quality instruction to adult learners, promoting effective communication skills, and facilitating the integration of Refugees into our community.

Core responsibilities include, but may not be limited to, the following:

- Conduct initial client intake and assessment interviews to facilitate program participation.
- Complete necessary applications for public benefits enrollment as required
- Coordinate referrals to community resources such as housing assistance, job training, childcare services, etc.
- Work closely with RSS Case Managers to ensure FSSP assessments are conducted in accordance with program requirements.
- Monitor client progress toward FSSP goals and provide resources as needed in collaboration with RSS Case Managers.
- Maintain accurate case notes and documentation as required for program compliance.
- Work closely with Della Lamb colleagues to understand and to respond to client strengths and needs.
- Perform various administrative tasks in compliance with program guidelines and Missouri standards, including but not limited to data entry, database updates, scheduling appointments, filing, and other case-related activities.
- Attend all required meetings and professional development trainings.
- Perform other duties as assigned.

Professional Qualifications:

- Bachelor’s degree in social work, psychology, human services or related field preferred.

- Experience in case management or social work preferred.
- Adept at client-centered, strengths-based case management approach.
- Cultural intelligence and experience working with refugees and immigrants.
- Outstanding organizational, leadership, and team-building skills.
- Strong verbal and written communication skills.
- Demonstrated ability to communicate effectively and diplomatically in a multi-cultural setting and with limited English proficiency speakers.
- Proficient in Microsoft Office applications and strong computer skills with aptitude for learning and implementing new technology platforms and tools.
- Bilingual capabilities preferred
- Embrace the tenets of servant leadership and teamwork, ready to serve all members of Della Lamb community with grace and kindness.
- Proven ability to work under pressure with administrative deadlines and manage multiple priorities in a dynamic environment.