

JOB DESCRIPTION: Case Worker – Matching Grant

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 Women in Faith 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.

Della Lamb is one of two refugee resettlement agencies in Kansas City, MO. 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.

This position will oversee and coordinate case management services as part of our Matching Grant program, an employment-based case management program that supports newcomers ready to enter the workforce. The case worker will work closely with clients and colleagues to develop client-centric goals for initial employment and the extended resettlement process. The case manager will also seek to cultivate healthy partnerships with employers, community agencies, and volunteers to address the needs of program participants and to enhance cultural orientation provided to clients.

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. This position reports to the Matching Grant Manager and will work with colleagues across Refugee Services to understand and to respond to client-related issues.

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

- Ensure timely delivery, documentation, and reporting of core services per the Matching Grant program guidelines through direct service and in coordination with community partners.
- Cultivate individual service plans in partnership with client and other case managers.
- Assure self-sufficiency through strengths-based case management guided by individual service plan.
- Identify issues and refer clients to best-suited service providers to help ensure that clients thrive.
- Provide smooth client transitions to other Della Lamb colleagues to ensure continuity of service.
- Ensure clients’ growth in community integration through consistent participation in Della Lamb education services and provide on-hands self-sufficiency teaching through mutual achievement of tasks and goals found in the service plan.
- Actively engage in professional development, show continual growth in performance, and request training opportunities.
- Work closely with the Matching Grant Manager by suggesting areas for job clarity, helping set performance goals, and participating in case monitoring and performance reviews.

- Observe and listen to client feedback about the quality of their community's housing, employment, and neighborhoods to identify opportunities for connection with community champions, agencies, faith-based institutions, and community sponsors to mutually achieve a better quality of life in refugee neighborhoods.
- Other duties as assigned.

Professional Qualifications:

- Bachelor's in Social Work or related fields preferred.
- Case management or social service experience preferred.
- Adept at client-centered, strengths-based case management approach.
- Cultural intelligence and experience working with refugees and immigrants. Experience in Matching Grant or other PRM or ORR programs preferred.
- Strong organizational 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 strongly preferred (Swahili, Burmese, Arabic, Farsi, etc.).
- 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.