



**Position Title:** Refugee Case Manager  
**Department:** Programs  
**FLSA Status:** Full-time (Exempt)  
**Location:** Lincoln, Nebraska  
**Reports to:** Refugee Resettlement Director  
**Date Revised:** April 2024

God has called **us** to **build up** the **Body of Christ** in southern Nebraska through the spiritual and corporal works of mercy. We are **called** to **grow** in holiness, **walk** in trust, **serve** with integrity, and **faithfully** proclaim the Gospel.

**Position Summary:** The Refugee Case Manager is responsible for delivering core resettlement services and offering guidance to eligible refugees on their path to achieving self-sufficiency through the Match Grant Employment program.

**Essential Functions:**

- Deliver core services of refugee resettlement related to housing, healthcare, community and cultural orientation, school enrollment, assistance with transportation to appointments and interviews, and referrals.
- Conduct employment assessments to identify clients' skill sets and credentials, identify appropriate educational or training programs, and develop an action plan outlining the client's pathway to achieving their career goals.
- Identify employment opportunities for refugee clients by building relationships with employers, attending career fairs and events sponsored by the Lincoln Chamber of Commerce and EmployLNK, and by searching websites, newspapers, and flyers.
- Collaborate with community partners and volunteers to identify and develop opportunities in the community to ensure networks for career advancement, civic engagement, and community involvement.
- Assist refugee clients in the job application and interview process, such as writing resumes, completing applications, and reviewing cultural workplace norms.
- Track, review and update clients' progress in their case file, both in hard copy and digital formats, according to agency standards and the contractual requirements of the U.S. Conference of Catholic Bishops (USCCB), Refugee Solutions and other grantors.
- Complete all federal, state, and local grant reporting requirements to meet compliance standards.
- Represent, communicate, and integrate authentic Catholic social teaching in the presentation of CSS' mission.
- All other duties as assigned.

Subject to the Constitution of the United States and all applicable state and federal laws, CSS does not discriminate in its employment practices or in the administration and dissemination of its programs and services.

**Preferred Competencies:**

- Communication; written and verbal
- Teamwork
- Problem Solving
- Ethical
- Organizational Support
- Safety and Security

**Qualifications:**

- Associates or bachelor's degree preferred with 2+ years of professional experience in business or social services.
- English fluency
- Strong computer skills, and experience in utilizing online database
- Ability to work some nights and weekends, while flexing time is available to maintain 40 hours a week.
- Ability to take initiative and make difficult decisions when necessary.
- Ability to work independently while meeting the expectations
- Ability to handle multiple tasks in an organized and timely manner.
- Must be knowledgeable about the Catholic Church and support its moral and religious teachings.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, use hands to handle or feel, reach with hands or arms, climb or balance, talk or hear. The employee must regularly lift and/or move up to 50 pounds. Most clients housing is not wheel-chair accessible, so home visits frequently require the use of stairs, without the availability of an elevator or ramp. The employee must have a valid driver license and should also physically be able to drive.

**Working Environment:**

While performing the duties of this job, the employee is primarily indoor working conditions. The noise level in the work environment is usually moderate.

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