



MOSAIC ELDER REFUGEE PROGRAM CASE MANAGER

DEFINITION: Under the supervision of the Mosaic Elder Refugee Program Director, provides case management, social and health related services for elder refugees, 60 years of age and older, residing in the Phoenix/Maricopa county area.

I. MAJOR DUTIES

A. Case Management Practice

1. Conduct outreach to locate potential refugee clients in need of Pre-Literate and Citizenship education, social and health related services
2. Meet with clients in their homes, Mosaic center or any other appropriate setting
3. Interview clients and conduct assessment to identify service needs of newly arrived refugees
4. Develop Care Plan
5. Refer client to appropriate services and resources
6. Follow-up to determine efficacy of the referrals
7. Advocate on behalf of the clients for services
8. Conduct regularly scheduled reassessments
9. Maintain and is sensitive to client confidentiality
10. Assist with Mosaic and other multicultural activities at Mosaic Senior Center

B. Documentation

1. Maintain clients' files, including timely completion and filing case notes
2. Provide monthly units reports both verbally and in writing, maintaining statistical data
3. Complete monthly and quarterly program reports and submit to the Program Director

C. Resources

1. Maintain awareness of existing community resources
2. Develop a resource file and update the file on regular basis
3. Identify and document gaps in services for elder refugees
4. Utilize community and other resources to assist with developing occasional and seasonal events for the refugees clients and their communities.

II. OTHER DUTIES

- A. Conduct health promotion activities
- B. Other duties as assigned by the supervisor
- C. Staff must perform in a manner that is supportive to the cultural needs of the population(s) served by the program or service

III. QUALIFICATIONS

Bachelor's degree in human services or related field preferred; Combination of two years of case management related experience may substitute for degree requirement; Must be fluent in English, Swahili, Kirundi, and French; Level One Fingerprint Clearance Card required; Must have a valid State of Arizona driver's license and current auto insurance; Must have reliable transportation, travel throughout Maricopa County required.

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