

**Dar Al-Hijrah Islamic Center-Social Services Office
Case Manager/Navigator (Part-Time)**

The Dar Al-Hijrah Social Services Office serves community members in need, primarily low-income immigrants and refugees experiencing food and housing insecurity. We provide a full spectrum of Family Assistance Services, Self-Sufficiency Classes and Community Programs and Events.

We are currently seeking a Case Manager/Navigator. This is a part-time position. Work hours are 11:00am – 4:00pm Monday through Friday. Additionally, the candidate will be willing and able to work flexible hours as client needs and special projects dictate.

The Case Manager reports directly to the Social Services Director, and works collaboratively with Social Services staff, as well as other members of the staff and administrative team.

Essential duties and responsibilities:

The Case Manager's primary responsibility will be to ensure that clients and their families gain access to appropriate internal and external services and supports in a timely manner. The Case Manager will provide appropriate referrals, assist with navigating and accessing services, and follow up to ensure all linkages are successful and meet the client's needs.

The Case Manager should have or be able to develop a good working knowledge of internal and external services available. Services include, but are not limited to food access, housing, Social Security, Medicaid, Medicare, health care and job support.

The Case Manager will be flexible and highly visible in the community. He/She will serve as an advocate for clients and work in partnership with clients and providers.

The Case Manager may, at times, accompany clients to agency/provider sites.

The Case Manager will establish and maintain effective working relationships with clients, families, staff, and other providers including county/state agencies and professional groups/organizations.

The Case Manager handles sensitive client information including Protected Personal Information (PPI) and case details. He/She will maintain strict confidentiality, and will ensure accuracy and attention to detail in record keeping and reporting.

Above all, the Case Manager should demonstrate kindness, compassion, empathy, flexibility, patience and fairness while serving community members in need.

Necessary qualifications include:

- Excellent interpersonal skills with the ability to communicate pleasantly and professionally with clients, volunteers, community partners and other stakeholders
- Ability to establish appropriate boundaries
- Strong organization and time management skills
- Resourceful and creative thinking and problem-solving skills
- Flexibility and availability to work as needed
- An ability to multi-task and prioritize in a fast-paced environment and high energy
- Proven data management and computer skills, including proficiency with Microsoft Office and Google programs
- A valid driver's license and current insurance at required minimums
- Bi-lingual in English and Arabic, Dari, Pashto, or Spanish is a plus

Email: socialservices@hijrah.org to apply. Please put "Application-Case Manager" in the Subject Line of the email.