



**JOB DESCRIPTION**  
**Case Worker-Pathways**

Case Worker – Office for New Americans (ONA)  
Professional Pathways Program  
FLSA Status: Non-Exempt  
Status: Part-time (20 hrs/week)  
Reports to: Professional Pathways Program Manager  
Supervises: none  
Travel: Less than 10 days a year  
Department: Office for New Americans (ONA)

**QUALIFICATIONS:**

- Experience working with refugee populations. Strong analytical and problem-solving skills.
- Excellent verbal/written skills and presentation skills.
- Computer proficiency including Microsoft Office Suite, Google Docs, and experience with data entry.
- Strong interpersonal and relationship building skills.
- Knowledge and understanding of refugee and immigrant populations and relevant community resources.

**PRIMARY FUNCTIONS:**

- Assists the ONA Job Coach with recruitment and initial screening of candidates, program documentation and reporting.
- Provides comprehensive case management services for high-skilled refugees and immigrants within program parameters.
- Maintains client privacy and confidentiality in accordance with agency policy and procedures.

- Coordinates with Compass Interpreters and Tone to facilitate interpretation and translation services as needed.
- Completes all program reporting documentation and submits reports as required in a timely manner.
- Ensures ONA program activities are administered in accordance with federal and state regulations and in compliance with contract/funding requirements.
- Coordinates services with other departments of The Center to assure immigrants receive a full range of services provided by the agency, as well as external agencies.
- Establishes communication and works closely with the community partners to ensure culturally appropriate services and programming.
- Participates in agency long range planning to assure future growth and development of The Center.
- Promotes The Center in the community by attending community functions, speaking on behalf of the agency and serving as a liaison with related agencies and service providers.
- Any other duties required by the agency, contracts, or the supervisory management or the Board of Directors of the agency

Employee Signature \_\_\_\_\_

HR Representative Signature \_\_\_\_\_

Date \_\_\_\_\_