

MEDICAL CASE MANAGER- RESETTLEMENT

Do you have a passion for **working with refugees and immigrants** to help facilitate their access to health related services? Do you have a case management background and the demonstrated ability to work effectively and sensitively? If so, then this full-time position provides a unique and rewarding opportunity for you to **make a difference** in the lives of many.

WHAT YOU'LL DO

In this role, you'll assist refugee / immigrant clients and their families/caretakers to navigate the healthcare and social services system in a **patient centered** and **culturally sensitive** manner. You'll coordinate with community resources to manage and educate clients on health care, navigation and/or social needs. Additionally, you'll work closely with medical providers, social service providers, other patient services and agencies to **improve patient care and outcomes** and facilitate cultural and linguistic access as needed.

In working with your clients, you may be needed to coordinate interpretation and translation services. Other times, you'll arrange provider appointments and provide transportation there when necessary. In all cases, you'll be promoting client rights and access to social service, health, and other support services. Equally important, however, are keeping accurate documentation, maintaining case note logs, and completing (and monitoring) all required reporting forms and case records. For this reason, you must not only have proficient communication skills but must also have excellent writing skills and attention to detail.

WHAT YOU'LL BRING

- Minimum of a Bachelor's degree in a human services related discipline.
- One year of case management in providing direct services to refugees and immigrants.
- Knowledge of current trends and practices in the care coordination field.
- Working knowledge of community resources for refugees and immigrants.
- Ability to effectively provide medical case management services.
- Exhibited ability to effectively work within an inclusive and culturally and linguistically diverse environment.
- Knowledge of strategies to assist trauma survivors to overcome barriers to health care.
- Demonstrated ability to maintain effective case notes and documentation.
- Strong internet research and computer skills, especially with Outlook, Word, Excel, PowerPoint, and web-based health information systems.
- Proficiency in English reading, writing, and speaking. Bilingual skills highly desirable.

WHY JOIN JFS?

Having a positive outlook and a strong sense of advocacy is in perfect step with our mission and vision. For more than 150 years, Jewish Family Services of WNY has been committed to providing high quality services to all in need in the interest of helping to "repair the world." Our services are guided by the essential connection between **mental well-being, physical wellness, and positive self-worth.**

Our reputation is the result of our exceptional staff. This is why, in addition to offering competitive compensation and truly exceptional benefits, we are committed to providing a supportive, inclusive work environment in which all employees are able to contribute their best.

ARE YOU READY TO JOIN OUR TEAM?

This position pays \$19 per hour and offers great benefits including 4+ weeks accrued Paid Time Off (PTO), plus 13 holidays, excellent health insurance options (BCBS), 401k and much more. We are conveniently located off of

Delaware Avenue with free parking. Since this position requires work in the community, you must have a reliable vehicle, a clean NYS driver's license and required liability insurance levels of \$100/300K. Additionally, evidence of having received the Covid-19 vaccination must be produced.

If this sounds like the growth opportunity that you've been looking for, please apply today by completing our 3-minute mobile-friendly application located at <https://jfsbuffalo.applicantpro.com/jobs>. Come join our team and make a difference in your career and within the community!