



**Position Title:** Senior Case Manager  
**Department:** Social Services  
**FLSA Status:** Full-time (Exempt)  
**Location:** Lincoln, Nebraska  
**Date Created:** October 2020

**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 Senior Case Manager is responsible for delivering core resettlement services and offering guidance to eligible refugee and immigrant populations on their path to achieving self-sufficiency. The Senior Case Manager will play a vital role in expanding the agency's refugee resettlement services in piloting a career development program that will assist eligible clients in outlining and achieving their career advancement goals.

**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 to other social services.
- 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.
- 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.
- 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) and the State of Nebraska.
- Work in collaboration with CSS staff to identify and apply for new grant opportunities.
- Attend meetings held by CSS's Social Services Department, the New American Task Force (NATF), MyCity Academy, State of Nebraska, et al.
- Network with employers and educational institutions to establish direct access to available opportunities.
- Meet all continuing educational and compliance guidelines required by CSS, USCCB, State of Nebraska, et al., which may include attending trainings and conferences.

Catholic Social Services does not discriminate in employment on the basis of race, color, religion, sex, national origin, age, marital status, personal appearance, family responsibilities, physical or mental disability, political affiliation, status as a veteran, or any other basis protected by applicable Federal and Nebraska laws.

- All other duties as assigned.

**Preferred Competencies:**

- Communication; excellent written and verbal
- Collaboration
- Creative Problem Solving
- Detail Orientation
- Ethical

**Qualifications:**

- Associates or bachelor's degree, and 2+ years of professional experience in business or social services.
- Bilingual competencies in either Arabic, Kurdish, Karen, or Ukrainian preferred.
- Knowledge of the Catholic Church and willingness to uphold Catholic social teaching in the provision of services.

**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 15 pounds.

**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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