



Caseworker or Junior Caseworker, Spanish Bilingual (full-time or part-time)

The Refugee Center is looking for a Caseworker or Junior Caseworker to join our team to support refugee and immigrant clients with resettlement.

The Refugee Center, with an office in Champaign, IL, exists to provide services essential to refugee and immigrant resettlement in East Central Illinois, and to aid in the exchange and preservation of their respective cultures. Globally aware but locally focused, our professional, compassionate staff provide interpretation services and advocacy in court hearings, doctors' appointments, school conferences, and other settings. For 40 years, we've helped people find stability in their new homes through counseling, tutoring, community health programs, and support in completing paperwork for work, school, and government programs.

The Caseworker will be a member of our Client Services team, delivering services directly to the immigrant community we are embedded in. The Caseworker will work with their clients to support their resettlement needs.

Candidates hired at the Caseworker level will directly report to the Program Manager, Client Services. A candidate hired at the Junior Caseworker level will receive more mentorship and support, scaled to their experience level and will report directly to a Senior Caseworker.

This position is open to candidates who are interested in either full-time or part-time work. The client portfolio and workload will be scaled appropriately.

Duties:

- Conducts intake of new clients and assesses their needs.
- Determine needs and goals of clients (in conjunction with a Senior Caseworker for Junior Caseworkers).
- Executes on the service plan (as approved by a Senior Caseworker for Junior Caseworkers).
- Assists with program orientation and counseling for participants, including on topics of health, literacy, life skills, and employment.
- Supports outreach to the communities of refugees and immigrants in our local area about The Refugee Center's services.

- Researches and advocates for appropriate public assistance resources for clients.
- Provides bilingual assistance with job applications and related job search activities.
- Acts as liaison and translator.
- Assists clients at WIC offices (within the same building) to support access to services.
- Keeps required records of services provided to each participant, including maintaining timely case notes and documentation.
- Maintains contact with social service agencies and provides appropriate client referrals and mediation when necessary.
- Actively participating in ongoing training as needed in order to meet all certification standards and credentialing policies
- Performs other duties as assigned.

Qualifications:

- Fluency in English and a second language spoken by our clients, including Spanish and/or Q'anjob'al
- Knowledge of social services available in the community
- Empathy and understanding for refugees and immigrants
- Excellent written and verbal communication skills
- Able to maintain confidentiality of sensitive information and situations
- Excellent judgment and ability to proactively make decision
- Ability to build strong, trusting relationships
- Ability to multitask and prioritize between competing needs

Preferred qualifications:

- Bachelor's degree in Social Work Spanish, or a related field, or direct personal experience with the immigration system
- Experience working with people from different cultures
- Knowledge of trauma informed care

Compensation & Benefits:

- Salary equivalent to \$19/hour for a Caseworker and \$18/hour for a Junior Caseworker
- Option of employer sponsored benefits plan or a monthly healthcare stipend for full-time staff
- Monthly mobile phone stipend for full-time staff

If interested, please apply to jobs@trc-cu.org with your resume and optional cover letter. Cover letters are welcome and encouraged, especially for candidates with relevant experience that is not apparent in their resume. No phone calls please.

This position encourages candidates seeking to relocate to Champaign-Urbana to apply.

The Refugee Center is an equal opportunity employer.