### Agency Name
World Relief Spokane

### Job Title
Integration and Wellness Services Specialist and Grants Manager

### Job Description
Case management-related responsibilities and duties (80% of efforts): Client screening and intake: Perform a complete assessment for new Integration and Wellness programs (IW) referrals to determine areas of need, client goals and client strengths; Client enrollment: Begin and maintain the client file, complete with all required signatures, documentation and consents. Determine eligibility for in-house services and when appropriate, refer to other services in WRS or the community. This occasionally requires advocacy on behalf of clients and helping to educate community providers regarding the rights of refugees. Provide ongoing case management services in accordance with the grant agreements, and WR policies and procedures. This includes maintaining appointments in the office, at service provision locations and occasionally home visits. It also includes data entry, documentation, case file maintenance, and filing of forms. Work with clients to identify their strengths, remove barriers and realize the goal of family self-sufficiency in all tracked areas. Provide services that empower and strengthen clients’ own motivation to reach and maintain self-sufficiency. Collaborate with IW colleagues/interns, resettlement partners, volunteers, and other World Relief staff to ensure that client’s needs are met in a planned, effective, and timely manner, while honoring confidentiality. Work with the IW team to create and/or modify tools that will improve case tracking, progress, intake, program orientation, and other processes. Grants Management-related responsibilities: Stay familiarized with grant reporting, documentation and billing procedures for the Preferred Communities and PRIME programs. Ensure that billing and reporting are completed in a timely and accurate manner, providing feedback to other case managers and the admin associate on case noting or other admin functions that they play a role in. Supervision-related responsibilities: Participate in hiring, training, and supporting the Admin Associate. Carry out HR functions delegated to you such as approving time cards, regular check-ins and supporting your direct report’s personal and professional development goals, helping them navigate communications and learn and grow. General responsibilities: Attend trainings and conferences as requested by supervisor. Stay informed on program requirements as well as WR policies and procedures. Keep informed about refugee and immigrant issues and available services to refugees, using current information to better identify and serve refugee clients. Collaborate with other World Relief staff through good daily communication and weekly meetings. Perform all duties in a culturally and linguistically appropriate manner, honoring confidentiality at all times. Undertake other duties as assigned to support the success of clients.

### Job Location
Spokane, WA

### Salary Range
$23.00 - $24.00 per hour

### Qualifications
**KNOWLEDGE, SKILLS & ABILITIES:** Detail-oriented with strong organizational skills. Superior written and verbal communication skills are required. Cultural sensitivity and understanding of client confidentiality is essential. Social Work degree preferred, other relevant degrees may be considered depending on experience. Adept at communicating with non-English speaking clients and working with interpreters. Speaking a second language is a benefit. Intuitive and comfortable administering a complex assessment tool to a variety of ethnicities, with the ability to draw out details and information as needed. **REQUIREMENTS:** Mature and personal Christian faith. Dedication to World Relief’s Mission, Vision and Values. Minimum education: bachelor degree 2 years of relevant experience, such as working with refugees or diverse vulnerable populations in a social service setting. Proficiency in MS Office (Outlook, Excel and Word) and internet applications required. Possess a valid driver’s license and be able to pass a MVR. Must be able to pass a background check.
If your response to this job posting results in successful employment or if the position has been filled, please email the Office of Enrollment, Career and Alumni Services at SWO@baylor.edu.