

Jewish Family & Child Service

Job Title: Case Manager I - Holocaust Survivor Services

Program/Department: Holocaust Survivor Services

Program Supervisor: Holocaust Survivor Services Program Manager

Employee Status: Hourly, Non-Exempt

FTE: 1.0

Preferred: MSW /Bachelors of Social Work; Bi-lingual – Russian Speaking

Date Prepared: 05-18-2022

Contact: Susan Greenberg - SGreenberg@JFCS-Portland.org

The mission of Jewish Family & Child Service is to improve the lives of children, families and adults in the Jewish and general communities.

Jewish Family & Child Service (JFCS) has served the greater Portland area since 1947 and is an affiliate of the Network of Jewish Human Service Agencies (NJHSA). JFCS is recognized as a charitable organization by the Internal Revenue Service under Section 501(c)(3) of the Internal Revenue Code. JFCS provides vital services to vulnerable people of all religious and socioeconomic background.

Purpose and Qualifications for Job:

The Case Manager provides supportive case management services to clients; assures an efficient day-to-day work of the program; supports the program's team to assure compliance with the grants' guidelines; and participates in programs' enhancement and development. Effectively maintain and enhance the Home Care and Emergency Aid programs sponsored by the Claims Conference* grants, provide help with applying for reparations, and support outreach programs for clients. The Case Manager participates in outreach community programs for Holocaust survivors in partnership with the Jewish Federation of Greater Portland, Oregon Jewish Museum and Holocaust Education Center, and other agencies.

- Provide supportive case management services to clients; assures an efficient day-to-day work of the program.
- Provide assessment, case management and supportive counseling to Holocaust survivors and their families.
- Maintain a solid understanding of all services available to Holocaust Survivors including but not limited to HSEAP, Restitution, Café Europa. Assess for eligibility, communicate requirements and assist with applications.
- Café Europa responsibilities. Social/recreational activities.
- Identify changing client needs and develop interventions collaboratively with client and/or family.
- Improve client access to resources by providing information, advocacy and referrals for government programs, Agency and community resources and healthcare supports.
- Understand and apply current norms of practice in geriatric social work and best practices in trauma informed care.
- Work collaboratively with program partners such as Claims Conference.
- Maintain accurate and timely client related documentation and records as per Agency protocols, Claims Conference guidelines and College standards.
- Participates in outreach & community programs for Holocaust Survivors in partnership with the Jewish Federation of Greater Portland, Oregon Jewish Museum and Holocaust Education Center, and other agencies.
- Perform other duties as assigned.

QUALIFICATIONS

- Preferred Fluency in Russian – speaking and written comprehension.
- Preferred Masters/Bachelors of Social Work
- Minimum 3 years related clinical experience with seniors and their families
- Work experience with survivors of trauma; expertise working with Holocaust Survivors strongly preferred
- Working knowledge of Jewish history, culture, community needs and resources – a strong asset
- Valid Oregon Driver's License and access to a vehicle
- Excellent communication, organization and interpersonal skills

Working Conditions:

- Most work is conducted in an office environment with very extensive phone conversations in both English and Russian languages with elderly and hearing-impaired clients.
- Work is occasionally conducted in the community; requires occasional walking, standing, driving, and/or use public transportation.
- Extensive use of computer, video terminal, and keyboarding; use of hands for repetitive grasping, pushing and pulling, fine manipulation.
- Will occasionally bend, squat, climb.
- Occasional lifting and/or carrying of objects weighing up to 20 lbs.

I understand the position described above and agree to the responsibilities described.

(Employee)

Date

***The Claims Conference** - The Conference on Jewish Material Claims Against Germany (Claims Conference), a nonprofit organization with offices in New York, Israel and Germany, secures material compensation for Holocaust survivors around the world.