



Job Title: Case Manager I - Holocaust Survivor Services

Date Prepared: 07-07-2022

Program/Department: Holocaust Survivor Services

Program Supervisor: Holocaust Survivor Services Program Manager

Employee Status: Hourly, Non-Exempt

FTE: 1.0

Preferred: MSW /BSW & Bilingual Russian Speaker

Contact: Susan Greenberg sgreenberg@jfcs-portland.org

Salary Range: \$45,000 - \$50,000

Position is hybrid with flexible hours

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

JFCS is committing to diversity, equity, inclusion, accessibility and anti-racism at the organizational level and in our community at large. We acknowledge the impacts of historical and systemic racism and recognize that we must continuously recommit ourselves to the work of anti-racism. Our agency strives to promote equity in our community engagement with partner organizations and volunteers, clientele, hiring practices, and with one another.

Purpose & Qualifications:

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, and 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.

QUALIFICATIONS

- Preferred Masters/Bachelors of Social Work
- Preferred Bilingual in Russian
- Minimum 2 years related clinical experience with seniors and their families
- Working knowledge of Jewish history, culture, community needs and resources – a plus
- Valid Driver’s License access to a vehicle, and insurance
- 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.

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.